

## Complaint and Grievance Policy

### Purpose

As Christians we believe that maintenance of the unity of the Spirit is a key spiritual principle in working together. In the interest of this, members of the CCAA Association and administrative staff are encouraged to deal with issues as they come up, so areas for potential conflict are dealt with in a prompt manner that leads to resolution of the matter of conflict. The way we deal with grievances and correction is to reflect our core values.

### Guidelines

Staff are encouraged to address grievances in a relational manner that reflects that as believers we understand that our relationship as brothers and sisters in Christ calls us to participate in fellowship with one another and that this influences our functional work relationships.

Where a volunteer or member of staff has a grievance that he or she wants to bring to the attention of Careline Connections, the first course of action is to raise the matter with the Team Leader or General Manager.

The initial process will be for the Team Leader or General Manager to discuss the matter with the person concerned in an informal manner adopting a problem-solving approach to resolve the issue.

If the matter is not able to be satisfactorily resolved through this process, then the General Manager shall initiate a mediation process. The mediation process shall involve approaching the Careline Connections Board to appoint a mediator to resolve the dispute. It is preferable that all parties to the dispute agree upon the choice of a mediator. If the parties are unable to agree to the choice of a mediator, then the Careline Connections Board shall have the authority to appoint a mediator.

The mediator shall also have the authority to engage in arbitration should the mediation process fail to reach a resolution. The mediator's arbitration decision shall be final.

### Caller Complaints

A similar process exists to manage Caller Complaints. The usual way for Careline to become aware of a complaint is by a caller calling Careline and speaking with a volunteer. If the complaint can be managed by normal interaction with a caller, then that is good, perhaps a simple misunderstanding can be talked through satisfactorily. For complaints with more vigour, in the first instance a volunteer will enter the caller complaint into the Careline Volunteer Caller report under 'Careline feedback' and 'complaint'. This will then generate subsequent actions as written above. The volunteer is to request the callers permission to enter and record their complaint and contact details into our complaints system. This will include Name and address, email address and mobile as well as details of the callers complaint.

The complaint form is provided as Annex A.

## Complaint Form

The volunteer is to request the callers permission to enter and record their complaint and contact details into this form. This will include Name and address, email address and mobile as well as details of the callers complaint.

Volunteer/Staff Name:

Date:

Complainer's Name \*

First

Last

Complainer's Address

Address Line 1

Address Line 2

City

State / Province / Region

Postal Code

Complainer's Phone

Complainers' Email

Complaint Subject

Complaint Status

Outline the History of the complaint

Action Taken

Please indicate any action taken to investigate resolve the complaint.

Caller Notification

Please indicate if caller would like notification of any action taken. Provide caller contact details.