



COMPLAINTS PROCEDURE

All employees, volunteers, contractors, members of Eastern Volunteers [EV] and stakeholders or members of the public have a right to have their concerns with regard to EV and its activities heard and addressed. They also have a right to receive information about progress and actions taken in relation to their complaint. At all times people making a complaint will have their privacy and confidentiality ensured.

Eastern Volunteers [EV] sees its complaints process as a valuable way to improve the quality of its services and at all times welcomes your feedback.

If you have a complaint then we will address it within 14 working days or within 20 when mediation is required. We will ensure that we write to you within 3 working days of receiving your complaint to acknowledge the complaint, ensure you know how we plan to address your complaint and how to escalate the complaint through the steps below if your concerns have not been addressed to your satisfaction.

STEP 1

Discuss your complaint with the staff member directly. You can raise complaints in writing, verbally, via email, phone or in person.

STEP 2

If you cannot resolve the complaint in Step 1 then ask for it to be referred or refer it to the Manager. If you dealt with the Manager in Step 1 then we will escalate it to the CEO Eastern Volunteers.

STEP 3

If your complaint has not been resolved in the previous steps through discussing it with a staff member or the Manager then request it be escalated to the CEO. You can call, email or write to the CEO or ask the person from Step 1 or 2 to escalate your complaint whichever feels more comfortable. Email info@easternvolunteers.org.au Subject Line: Complaint for CEO

STEP 4

If your complaint has still not been resolved to your satisfaction then you can escalate it to the Board of Eastern Volunteers, through the Chair. You can request that the CEO do this or you can email or call the Chair directly. Eastern Volunteers staff will provide you with this information on request.

STEP 5

If Step 4 does not resolve your complaint then you have a right to ask for a mediated complaints resolution process which should be organised and conducted within 20 working days from the time you escalated the complaint to mediation. You will be provided with the opportunity to let us know what time suits you for a mediation meeting, who the mediator is and what to expect. You will be able to bring a support person with you if you wish to.

STEP 6

If mediation fails then you should direct your complaint to the Aged Care Complaints Commissioner for transport services <https://www.agedcarecomplaints.gov.au> or call 1800 550 552.

For Volunteering Services please direct your complaint to <http://www.vsbv.vic.gov.au/> for fee for service programs or call 138722. For complaints about Volunteer Support Service direct these to Department Social Services complaints@dss.gov.au or call 1800 634 035.

You have a right to:

- a response in writing from Eastern Volunteers
 - an interpreter and support person if you require one
 - submit your complaint in any way you choose
 - prompt treatment
 - privacy and confidentiality
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