

Concerns, Incidents and Complaints Policy

Purpose

The purpose of this policy is to ensure we have a clear process in place to deal with concerns, incidents and complaints, and can address and/or resolve these in a respectful way.

These include workplace health and safety incidents and near-misses, general grievances, complaints, and matters relating to the safety and wellbeing of children and young people.

Policy

We have a Concerns, Incidents and Complaints form that captures:

- The full details of the concern/incident/complaint
- The parties involved
- Any action taken to address/resolve the issue to date.

Concerns, Incidents and Complaints Procedure

Concerns, incidents and complaints are addressed as follows:

1. **Workplace health and safety concerns (including physical and psychosocial hazards)** are to be reported to the Manager, and addressed in collaboration with the Committee.
2. **General complaints and grievances** will be handled by the Manager, and may be escalated to the Committee if necessary.
3. **Grievances or complaints involving Members of the association** must be handled in accordance with the **Association Rules**.
4. **Any concern or complaint relating to the safety or wellbeing of a child or young person** will be reported to the Manager (who acts as the Child/Youth Safety Officer), and handled in accordance with the mandatory reporting requirements. See the **Child Safety and Wellbeing Policy** for details.
5. **Complaints regarding the Manager** are to be escalated to the President of the Committee.

If the complaint is not about something WNH can respond to, you should ensure that the complainant is told this and (wherever possible) referred to a person or organisation that can help as quickly as possible.

Related documents

- Child Safety and Wellbeing Policy and procedures
- Complaints, concerns and incident Report Form

References

- Occupational Health and Safety Act 2004 (OHS Act)
- Child Wellbeing and Safety Act (2005)
- Child safe standards

Policy status

This policy is effective from 1 January 2024.

The date the policy is due for review no greater than three years from the date of endorsement.

The Committee of Governance is responsible for reviewing this policy.