

# Policy 3a. Complaints

## Overview

Leadership Victoria is committed to ensuring that there is a fair process for handling complaints that may arise from our activities. We aim to provide an efficient, clear, non-threatening, fair and accessible mechanism for dealing with problems which arise and we aim to utilize complaints to continually improve our processes and our positive impact for a better world.

Any person who has interactions with LV can make a complaint through this procedure, noting that LV staff would usually access the LV internal staff procedure.

## Procedure in resolving a complaint

### 1. Complaint is made

Formal complaints shall be made in writing outlining the nature of the complaint and indicating the response or corrective action sought, and provided to:

- the staff member liaising with the stakeholder in the first instance, or where this is impractical or where the complaint concerns that staff member or for other reasons at the discretion of the complainant:
- the LV CEO, or where the complaint directly relates to the CEO and the CEO has been provided in writing all information by the stakeholder and has not responded in writing within ten business days or has responded in writing but that response is not to the satisfaction of the stakeholder:
- the LV Chair, who may then liaise with the LV Board

### 2. Preliminary advice to the complainant

The staff member (or CEO or nominee) shall assist the person by sensitively and carefully understanding the complaint, explaining the options available and helping the person decide if they want to proceed to an informal conciliatory or formal internal investigation process.

### 3. Key Principles

- All parties have the right to have any complaint addressed.
- Any complaint can be addressed by either the formal or informal options under this procedure and subsidiary procedures.
- There is a guarantee of timeliness, confidentiality and objectivity when an issue is raised.
- All complaints will receive at least initial acknowledgement within three business days
- The principles of natural justice will be given to both the person making the complaint and the person or persons who are subject of the complaint.
- No person making a complaint will be victimised or disadvantaged for making a complaint.
- At the end of the complaints process the person making the complaint will be provided a statement of LV's response.
- While respecting the confidentiality of the complainant, complaints will be reviewed and assessed through a risk management framework which includes consideration of reputation of key stakeholders such as funding organisations

### 4. Communications

Complaints are usually made to a specific staff member. If this is not practicable, complaints can be lodged at [info@leadershipvictoria.org](mailto:info@leadershipvictoria.org) or additional information is available on +613 9651 6590