

RSL VICTORIA FEEDBACK & COMPLAINTS MANAGEMENT POLICY

RSL Policies reflect governance principles, governing documents, and the values of RSL Victoria. They are strategic documents.

STEX approved 19-12-2023| Version 1.1| Policy Number: GOV-POL-005

INTRODUCTION

As a registered charity with the Australian Charities and Not-for-profits Commission (ACNC), RSL Victoria is committed to fostering a culture of legal, ethical, and moral behaviour and exemplary corporate governance. We recognise the value of providing a safe and responsive environment for those wishing to make a complaint or provide feedback about our people, services, actions, decisions, and policies. We handle each complaint or piece of feedback in a transparent, fair, and consistent way. We respond to complaints and feedback by taking action to resolve issues as quickly as possible and we endeavour to learn from them to improve our service delivery.

PURPOSE

The purpose of this policy is to outline RSL Victoria's framework for the Management of Complaints and Feedback.

SCOPE

This policy applies to all complaints and feedback received by RSL Victoria.

It does not apply to the following:

- Grievances between employees or volunteers. This is covered in the RSL Grievance Policy and Procedures.
- Complaints by employees and volunteers regarding RSL Victoria systems and service delivery. These complaints are dealt with via Human Resource processes.
- Whistle blower complaints which are dealt with in accordance with RSL Victoria's Whistle Blower Policy.
- Privacy breach complaints which are dealt with in accordance with RSL Victoria's Privacy Policy.
- RSL Victoria State Branch Tribunal matters that are the subject of a hearing of the Tribunal.

The policy does not replace the State Branch Rules and Bylaws relating to complaints and grievances but is intended to compliment them.

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POLICY

Seriousness Determines Response

When we receive feedback or a complaint, we consider how we can best assist.

In assessing feedback and complaints, we consider:

- the seriousness of the allegation or concern;
- how much time has passed since the issue that prompted feedback occurred;
- whether the individual providing feedback attempted to resolve the issue previously;
- the vulnerability of the individual providing feedback; and,
- if there's a systemic or administrative issue.

Following the above assessment, we will decide on an appropriate and proportionate response, which may include engaging an impartial mediator to assist with resolving a complaint.

Where practicable, the subject of any feedback or complaint will be informed and provided an opportunity to respond to the feedback received.

What is feedback?

Feedback is commentary on services from customers or other external parties. Feedback may not require any follow up action. It can be expressed in the form of a compliment. A compliment is an expression of gratitude or praise about services or staff. It can provide our organisation with insight into the effectiveness of our services and what our customers value the most about us. An example of feedback is a positive comment about the quality service provided by one of our advocates.

Feedback can be provided via email to adminservices@rslvic.com.au, by phone at 03 9655 5555 or via mail at ANZAC House, 4 Collins Street, Melbourne Victoria, 3000.

What is a complaint?

Complaints are expressions of dissatisfaction of decisions made or actions taken by representatives of an organisation. An example is a client expressing dissatisfaction with the way their welfare request was handled.

Complaints can be provided via email to adminservices@rslvic.com.au, by phone at 03 9655 5555 or via mail at ANZAC House, 4 Collins Street, Melbourne Victoria, 3000.

LEGISLATION & REFERENCES

Privacy and Data Protection Act 2014 (VIC)

RELATED POLICIES

RSL Victoria Whistle Blower Policy

RSL Victoria Privacy Policy & Procedures

RSL Victoria ANZAC House, 4 Collins St, Melbourne VIC 3000
Phone 03 9655 5555 **Email** rslvic@rslvic.com.au



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RSL Victoria Complaint & Feedback Procedure

RSL Victoria Grievance Work Instruction

RSL Victoria Tribunal Work Instruction

DEFINITIONS & ABBREVIATIONS

Word/Abbreviation	Meaning
Complaint	An expression of dissatisfaction made relating to RSL Victoria's people, services, actions, decisions, or policies, where the complainant expects a response or resolution.
Feedback	Feedback is commentary on RSL Victoria services from customers or external parties where no action or response is expected i.e., positive comments about the organisation.

ENDORSEMENT & REVIEW

Date of Endorsement	Endorsed By	Review Date	Version
19-12-2023	State Executive (STEX)	19-12-2025	1.1

POLICY AUTHOR

Executive General Manager Strategy, Governance and Policy.

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