

GRIEVANCE/COMPLAINT POLICY

Policy

All people involved with PCASA have the right to complain. All complaints whether formal, written or verbal will be handled in the spirit of co-operation. Where possible all complaints should be resolved in order to prevent reoccurrence. Ideally complaints should be resolved at the point of service.

Scope

All members and volunteers of PCASA have a right to have their concerns about service delivery, care and treatment or other issues addressed.

Complaints should be encouraged to voice their concern, or complaint, at the point of service, i.e. at club or zone level. They also have the right to receive information about the progress and improvements in service delivery upon request.

The consumer grievance/complaints process is an avenue for encouraging clients, relatives, and volunteers to express concerns and offer views about different aspects of our service delivery and club/zone management. In this way the grievance/complaint process contributes to quality improvement and risk management throughout organisation.

Persons affected by the complaint should be fully informed of all the facts and given the opportunity to put their case forward.

Members/volunteers have a right to complain about the service they are receiving without fear, retribution or discrimination and can expect complaints to be dealt with promptly.

1 Definitions

A “complaint” is an expression of displeasure, grievance or resentment.

A “grievance” is a complaint about an event which causes resentment.

For the purpose of the complaints process “the complaint” is the person lodging the complaint.

There is an Australia Standard for complaint handling:

For the purpose of the process, three categories of complaints:

1.1 “Informal complaints”

These are expressions of dissatisfaction that may be seen to be minor in nature. It is assumed that the complainant would have first approached the point of service, i.e. dealt with at club/zone level. However, if there is still dissatisfaction, a user of the organisation’s service or their representative (advocate) may bring complaint to the state office at any time.

Informal complaints (minor) may be received in person or by telephone. All verbal or telephone complaints should be resolved at the source (at club/zone level) immediately.

1.2 “complaints”

These include all written or verbal complaints that cannot be dealt with as informal complaints.

1.3 “Statutory Reportable Complaints”

These complaints are covered by statutory reporting obligations and involve allegations of assault and abuse. Mandatory reporting requirements of sexual and physical assault must be followed in these instances.

Other organisations responsible for handling reportable complaints may include regulatory bodies for the various professions, the equal opportunity board, the child protection office of the department of Human services and the ombudsman.

On occasion, a request is made for a complaint to be kept anonymous or confidential. This makes it extremely difficult to resolve. It is important that any passing of information from one body to another receives the permission of the complainant.

1.4 “Anonymous Complaints”

The State President will determine whether an anonymous complaint will be investigated depend upon

- The seriousness of the complaint
- Provided that there is sufficient information to enable an investigation to be conducted
- If there is a statutory requirement for identification of the complainant

Complaints that are signed will be treated more seriously than anonymous ones.

1.5” Confidentiality of complaints”

As far as possible, the fact that a complaint has been lodged, and the details of the complaint, should be kept confidential amongst club/zone staff and volunteers directly concerned with its resolution. The complainant’s permission should be obtained prior to any information being given to other parties, which it may be desirable to involve, in order to satisfactorily resolve the complaint.

2. Complaint handling procedure (Standard ISO 10002-2006)

2.1 Any club/zone approached with a request to lodge a complaint must advise the complainant of the methods available. There is no need to record that enquiry. A record is only made when the complaint is lodged regardless of how minor the complaint may be.

2.2 Upon receipt of complaint, either verbal or written, the staff/volunteer receiving the complaint must ensure that the complaint is recorded in the “complaints record register”, at both state office (data base at state office) and the club/zone level. A “complaint registration form” must also be filled out.

2.3 Upon receipt of a written complaint, the club/zone President or Management committee shall forward a letter of acknowledgement of receipt and course of action to be taken within 5 days.

2.4 This letter of acknowledgement will confirm receipt of the complaint and provide details as to how the complaint should proceed. This should indicate that resolution should be sought at point of service.

2.5 The club/zone President or management committee investigating the complaint will act fairly and without bias to determine what, if any remedial action will be taken. They must ensure that all details of the investigation (and remedial action taken or offered to the complainant) and the subsequent response are recorded and linked to the original complaint records.

2.6 The above process should be completed within thirty (30) days of the issue first being raised and the provision of services shall continue as normal. If the matter is still not resolved issue/s referred to the State President or State Executive and resolved in 60 days

2.7 The above procedure is not intended to preclude access by either party to the Australian Industrial Relations Commission, or any of the public members advocacy services.

GRIEVANCE/COMPLAINTS POLICY

Standard ISO 10002-2006 assisted policy.

Signing off:

President... ..  Print name...Ann Olsen

Date: 01/01/2024 Name of Club: Pony Club Association of S.A. Inc.

This policy or code is set for review every twelve months by Pony Club Association of S.A. Incorporated.