

DATE: 31 AUGUST 2022	ISSUE NO. B	POLICY NO. MKG004
POLICY: COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY		

1. DEFINITIONS

Compliment	A polite expression of praise or admiration.
Comment	A verbal or written remark expressing an opinion or reaction.
Complaint	An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
Grievance	A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

2. PURPOSE

It is our intention to maintain the high standard of customer service. However, we recognise that complaints may sometimes arise and to this end we have put in place a system which aims to ensure that any such complaints are dealt with in a consistent, fair and open manner.

We will endeavour to:

- Ensure that any customer or member of the public has the right to lodge a complaint
- Ensure that any complaint lodged will be assessed and investigated in a timely manner
- Provide the person making the complaint with the right for their privacy to be maintained, if requested
- If a complaint is made regarding a Government or Council owned facility which is managed by the YMCA, then the Government department or Council concerned will be immediately notified of the complaint
- Improve our processes or procedures, where a complaint highlights any deficiencies in our systems

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

3. SCOPE

The compliments, comments and complaints policy is applicable to all YMCA employees who may receive, manage, investigate and respond to feedback from customers and members of the public.

The following matters are outside of the scope of this policy and should be managed as follows:

- Safeguarding (child protection) concerns or risks of harm to children and young people should be dealt with in accordance with the YMCA's Safeguarding Children and Young People Policy. Copies of this policy are available on our [website](#)
- Employee complaints (grievances) related to their employment should be directed to their supervisor in accordance with the [Staff Grievance Policy](#)
- Member or employee violence or criminal matters should be directed to the relevant program Manager or Human Resources Manager, who will involve the Police as appropriate. If a person is in danger, please contact 000 immediately.

4. COMPLIMENTS

Our staff work hard to provide an excellent customer experience. If you feel a staff member has exceeded this objective, we would love to hear from you.

As with complaints, you can do this in person with the staff member in question, or through one of the mediums outlined later in the complaints section of this policy.

5. COMPLAINTS

5.1 Making a Complaint

We view effective resolution of complaints as a very important part of our commitment to ongoing customer care. We believe that the most effective and quickest way to resolve a complaint and achieve customer satisfaction is to deal with the issue at the point where the service was provided, and so we recommend that contact is made directly with our customer service staff.

The person receiving or managing your complaint will provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance please contact the YMCA's Head Office on 3253 1700.

If you are uncomfortable with this, or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website www.ymcabrisbane.org/contact
- By telephoning our Head Office on 3253 1700
- By writing to us at PO Box 669, Spring Hill QLD 4004
- By emailing us at brisbane@ymcabrisbane.org

If we receive your complaint verbally and consider it appropriate, we may ask you to put your complaint in writing. Regardless of the method used, each complaint will be taken seriously.

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

5.2 Responding to Complaints

In responding to complaints, our staff will:

- Listen intently so as to understand clearly the nature of the complaint
- Treat the complainant with empathy
- Glean from the complainant all necessary details to ensure that an appropriate course of action can be taken to identify the weakness or system failure so that it can be rectified
- Respect the right of the complainant to remain anonymous, should they wish to do so
- Remain impartial and non-judgemental when receiving a complaint and allow the process of investigation to take its proper course
- Maintain confidentiality where a complaint is of a sensitive nature, or the complainant has requested to remain anonymous.

5.3 Resolving Complaints

Our six point complaint process:

1. We acknowledge:

We will acknowledge receipt of your complaint within three (3) business days of receiving it.

2. We review:

We undertake an initial review of your complaint and determine what, if any, additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

3. We investigate:

Within ten (10) business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

4. We respond:

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

5. We take action:

Where appropriate we amend our business practices or policies. If a complaint is made regarding a Government or Council owned facility which is managed by the YMCA, then the Government department or Council concerned will be notified of the complaint and the action taken by the YMCA to resolve it.

6. We record:

We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

5.4 Appeals

If, after the above process has been followed and a complainant remains unsatisfied with the outcomes of a complaint lodged at any YMCA centre, the complainant has the right of appeal to the YMCA's Chief Executive Officer. An appeal must be lodged in writing, within ten (10) days of notification of the outcome of the complaint.

Should the complainant remain unsatisfied with the outcomes of the review by the YMCA's Chief Executive Officer, then the complainant may request a further review of the matter by the President, YMCA of Brisbane and Y-Care (South East Queensland Inc.).

If you are dissatisfied with the Board's decision/s you have a right to apply to the Queensland Civil and Administrative Tribunal (QCAT) for the decision/s to be reviewed.

6. CONTINUOUS IMPROVEMENT

We are committed to improving the way our organisation operates, including our management of the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- regularly review the complaint management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

7. RELATED LEGISLATION

- Fair Trading Act 1989
- Competition and Consumer Act 2010

8. POLICY APPROVAL AND REVIEW

Policy Owner:	Marketing Manager
Policy Approver:	Board of Directors
Policy Approval Date:	31 August 2022
Policy Review Date:	31 August 2023

9. POLICY AMMENDMENTS

Version	Date	Author	Change Description
B	31 August 2022	GM - Operations	Updated sections 5.1 and 5.4 Sections 1, 6, 7 and 8, 9 added

Damian Foley
CHIEF EXECUTIVE OFFICER