



Voice To The Nations Limited

Complaints Handling Policy

Introduction

Voice To The Nations Limited is committed to ensuring that children, young people and adults feel safe and respected. To achieve this, we foster an open culture that supports safe disclosure of risks of harm to all people.

Voice To The Nations takes all complaints seriously and responds promptly and appropriately, striving to be as transparent as possible throughout the complaints process whilst respecting the privacy of all parties, treating all personal information obtained throughout the complaints process in accordance with relevant law.

Contact

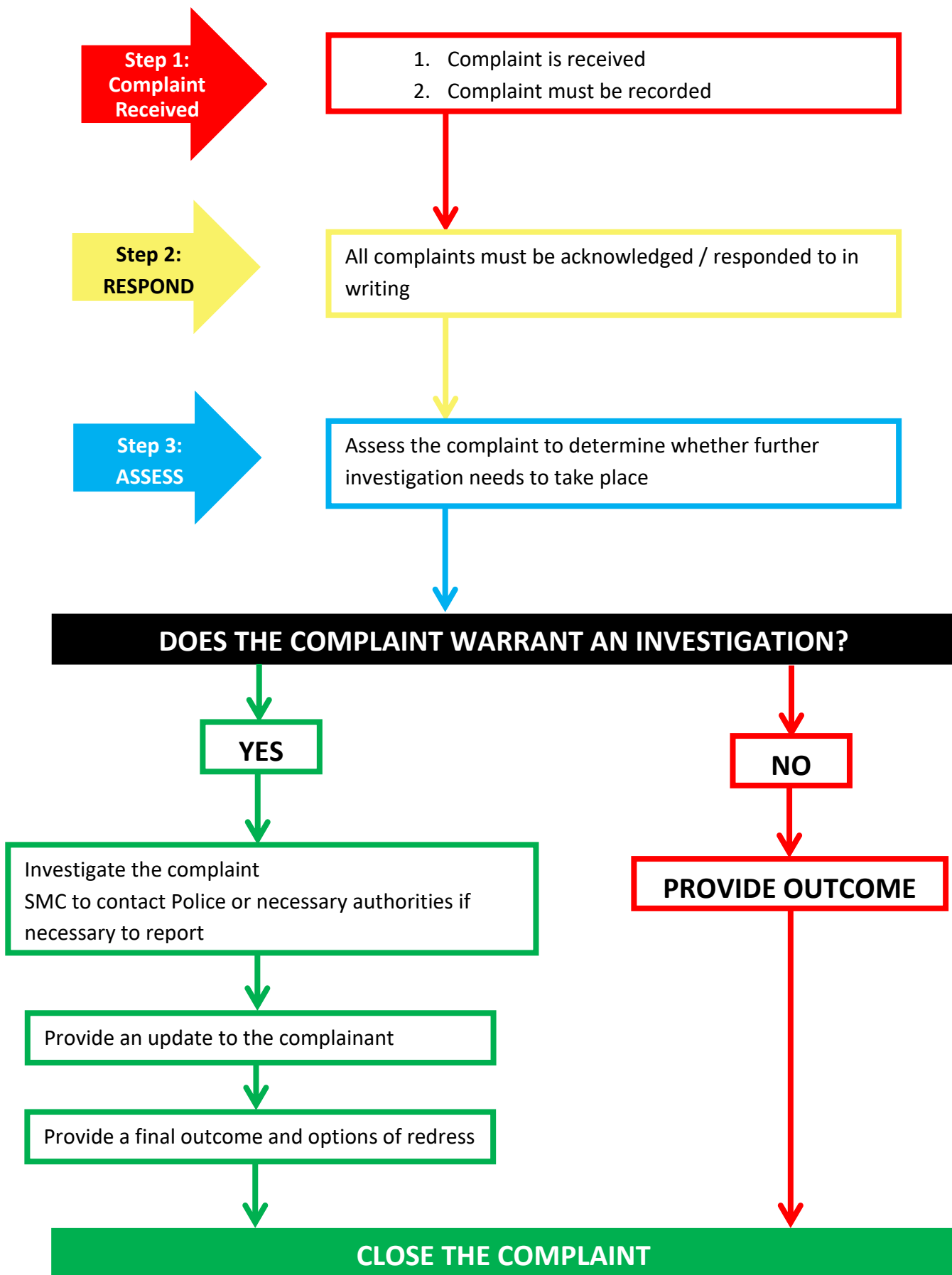
Safe Ministries Coordinator (SMC)

The SMC is the first point of contact for persons who have complaints or enquiries. The SMC provides advice, information and guidance on how to make a complaint or raise a concern in accordance with complaints procedures and related policies.

The SMC assists with the handling and management of child safety or other complaints. All staff, volunteers, children, and families at Voice To The Nations should be aware of the name and contact details of the SMC and know of their responsibility to report child safety or other complaints to them immediately.

Name	Role	Contact Details
Julieanne Georges	Safe Ministries Coordinator	safechurch@voicechurch.com.au

Complaints Handling Flowchart



Complaints Process

Step 1: Complaint Received

- Complaint must be recorded, regardless of level of perceived seriousness.

Step 2: Respond

- Complaints received must be responded to in writing, via email
- Communicate the next steps in the complaint handling process
- Begin assessment of complaint

Step 3: Assess

- Assess the complaint to determine whether further investigation needs to take place
- Assess what appropriate action needs to be taken in regards to person complaint has been made against
- Assess whether the complaint needs to be further investigated

Step 4: Further Investigation

- Inform the complainant that an investigation into the complaint has been opened
- Advise the complainant that all relevant details of any outcome will be disclosed to them
- Conduct the investigation – interview those involved, and collect as much information about the situation as possible.
- Provide procedural fairness to both the parties, including sufficient information about the allegations and any potential organisation or disciplinary action that may be taken if the complaint is substantiated

Step 5: Provide Update & Final Outcome

- Update the complainant with findings
- Provide final outcome of investigation to complainant and the person the complaint was made against.

Step 6: Close Complaint

- Once all necessary actions and processes have been taken, close the complaint