



Feedback and Grievance Procedures

Feedback

BLLC records and responds to feedback, verbal and written, positive and negative to the best of our abilities. The feedback management process can be simplified into five steps:

1. Receive information about the person(s) or situation, documenting as appropriate.
2. Record in Feedback Register, gathering evidence to ascertain the facts prior to progressing if necessary.
3. Respond to the person who provided the feedback, thanking them for their contribution and outlining the process for resolution (if required).
4. Apply an appropriate response, i.e., direct communication regarding positive feedback, or seek resolution via management for negative feedback.
5. Communicate result to person who provided the feedback.

Compliments

Compliments can be made verbally or in writing and should be recorded in the Feedback Register. Compliments will be progressed to the relevant employee or members, as well as the Committee of Management.

Compliments may also be featured on our social media, in our brochures or in other communication forms. As per our Media and Communications Policy, the name of the person providing the feedback will only be included on any communications platform if they provide permission to do so.

Compliments will also be accessed for program development, grant writing and other business activities, as appropriate.

Informal Complaints

Informal complaints can be made verbally to any BLLC staff or CoM member. Where an informal complaint is made the person receiving the complaint will advise complainant of the formal process. Informal complaints should be recorded in the Feedback Register, and reviewed by the MANAGER, who will decide on whether follow up is appropriate.

Formal Complaints and Grievance

Formal Complaints must be made by completing a BLLC Feedback Form or on the Incident Report Form.

All parties involved in the Formal Complaint process must respect the confidentiality of all individuals involved in the situation. Breach of Confidentiality during or following complaint resolution is fair cause for complaint.

The party receiving a Formal Complaint on behalf of BLLC will ensure the complainant is aware of the Feedback and Grievance Policy and Privacy Policy, copies will be provided as required. The person receiving the complaint will discuss whether there is a need for a course of action with the complainant and act accordingly.

Formal Complaints can be submitted to either:

- BLLC Manager
- BLLC Chair

Formal Complaints will be forwarded to the person(s) who is the subject of the complaint, as well as the Chair.

Any individual involved in resolving a complaint has the right to bring a support person or advocate to meetings. Formal complaints will be assessed according to the following criteria:

Level 1: Complaints involving misunderstandings, communication breakdowns or which can be resolved quickly to the satisfaction of the individual. The individuals involved in the situation must meet with and attempt to resolve the grievance within 14 days of the complaint being made, or in extenuating circumstances, as soon as practical. If it cannot be resolved at this point, the process shall move to Level 2.

Level 2: Complaints involving conflict between an employee and Level 1 complaint, which have not been satisfactorily resolved. In the first instance the individuals must meet and attempt to resolve the grievance within 14 days of the complaint being made or in extenuating circumstances, as soon as practical. If this is not satisfactory then a second meeting will be arranged with the MANAGER or Chair (as appropriate) BLLC within 14 days of the initial meeting. If resolution cannot be made at this meeting, then the process shall move to Level 3.

Level 3: Complaints involving serious allegations of harassment, unprofessional conduct, abuse, mistreatment, or infringement of rights. These allegations will be dealt with as a matter of urgency. In this instance a meeting will be held between the individuals involved and/or their advocate, the MANAGER or Chair (as appropriate) and an independent mediator.

Complaints at Level 3 will be addressed within 24 hours or in extenuating circumstances, as soon as practical, and in the instance of a serious complaint about a worker or committee person, that person shall not have contact with the individual making the complaint.

A suitably qualified mediator will be appointed by the MANAGER and Chair, or, if there is a disagreement between the parties as to the appointed mediator, a mediator may be a person appointed or employed by the Dispute Settlement Centre or Victorian Department of Justice.

The mediator must:

- give all parties every opportunity to be heard.
- allow due consideration by all parties of any written submission.
- ensure that natural justice is accorded to the parties to the dispute throughout the process.
- ensure all parties, including themselves, maintain confidentiality regarding the complaint and its resolution

The meeting between these parties shall make every effort to achieve a mutual decision regarding the grievance. If an agreement cannot be reached the parties may seek to resolve the dispute in accordance with the relevant law.

Once the complaint has been resolved or a process to handle the complaint legally has been established the parties involved must finalise the BLLC Complaint Form with the outcome and signatures.