

# Elermore Glen Complaint Management Charter

A Complaint Management Charter is a framework which helps us to deliver a consistent and robust approach to managing and resolving resident complaints. When supported by a culture of openness and a preparedness to accept feedback, an effective complaint handling process can result in service improvement and increased resident satisfaction.

This Charter complies with relevant legislation.

1. We are committed to delivering positive service experiences, which meet your needs and fulfil our obligations to you.
2. We think we do this most of the time, but there may be times when you don't agree. If this happens, we want to hear about it so that we can explain things and put them right.
3. We will treat complaints with fairness, confidentiality, patience and transparency as we appreciate that the way we handle complaints reflects on our reputation in the village community and builds loyalty with residents.
4. We promise that we won't treat you any differently if you make a complaint or share your feedback with us.
5. We will not discourage you from making a complaint, impose a fee for doing so, provide reward for not complaining to us or employ high pressure, intimidation or harassment tactics towards complainants.
6. Any information that you provide to us will be dealt with confidentially. We will seek your permission before contacting any other residents, family members, friends or other people to seek information regarding your complaint.
7. We aim to:
  - Make it easy for you, or a person acting of your behalf, to make a complaint
  - Apologise when things have gone wrong
  - Give you information about how to complain and provide a copy of this charter to all residents on their request as well as providing a copy on the community centre noticeboard
  - Sort out your complaint as quickly as possible
  - Make sure we put things right if we are at fault or seek a satisfactory resolution if the problem was not of our doing

## Complaint Policy and Procedure

How do I complain?

Your complaint will be handled in accordance with our Complaint Policy and Procedure. You can complain in any of the following ways:

- By speaking to any office staff member and asking them to lodge your feedback as a complaint
- By sending a letter or email to the Village Manager ([admin@elermoreglen.net.au](mailto:admin@elermoreglen.net.au))
- By phoning our office and asking them to lodge your feedback as a complaint (4953-8182)

We will work to resolve your complaint by:

- Listening to your concerns and record your complaint in hard copy for our records and provide you with a copy
- Encourage you to seek assistance, support or representation from the Residents Committee

- We will work to resolve your complaint within 60 days and formally acknowledge your complaint within 5 working days from when you advised us of your concern
- Keep you informed of the steps we are taking and when you can expect a response from us
- Investigate the circumstances of the complaint, thoroughly and without bias
- Come to a decision or recommendation for resolution, which is fair and appropriate for everyone involved
- Give you the option(s) for resolution in easy to understand language along with the outcome you can expect. This may include a meeting between relevant parties to discuss the complaint in order to listen to each party with the aim of working through grievances to reach a solution. We will ensure that all parties are provided an opportunity to speak on their own behalf
- Should you still not be satisfied with the resolution offered or the problem re-occurs at a later date, we will support you to refer the matter to a suitable mediator or the relevant tribunal, to arbitrate the matter (even if the complaint relates to us) should you chose to do so
- We will recognise all complaints and feedback as an opportunity to improve our services