



Complaint Management Policy

LETA is committed to ensure that any person, group of persons or organisation that interacts with or is affected by the activities of LETA, has right to lodge a complaint and have their concerns addressed in a fair and equitable manner.

LETA will implement a simple and easy to access complaint management procedures that treats the complainant with respect and protects the privacy of the complainant.

The complaint management procedure will handle the complaint by thoroughly investigating the cause of the complaint in an open and transparent manner and inform the complainant of the decisions made and the basis of the decision.

LETA will address the underlying cause of the complaint to ensure that similar complaints are not repeated in future.

A complaint can be made verbally or in writing to the State Councillor or any volunteer, who must promptly escalate the complaint to the State Councillor. Complaints without proper evidence or further information and anonymous complaint would be treated same as other complaints but in some circumstances, it would limit the investigation and may not fully address the cause of complaint.

The State Councillor must inform the complainant about the receipt of the complaint and what steps would be taken to address the complaint or to investigate the reasons behind the complaint including expected time frame for resolving the complaint. In no case any complaint will be investigated and resolved in 20 days from the date of receipt.

LETA will keep documented records of complaint which will include following information:

Date of complaint

Nature and details of complaint

Result of investigation

Resolution and basis of decision

Notification to the complainant

All correspondence and emails relating to the complaint

If the complainant is not satisfied with the outcome, he/she may escalate the complaint to the Australian Charities & Not-for-Profits Commission.

Signed.



Director / Trustee LETA/LEPA.

Date: 30/6/2019



COMPLAINT MANAGEMENT PROCEDURE

No.	Procedure	Actions	Accountability	Responsibility	When
1	Complaint Lodgement	<ol style="list-style-type: none"> 1. Anyone can lodge a complaint about conduct of LETA activities, conduct of LETA volunteers, conduct of LETA's office bearers, about facilities, LETA premises or any other nature that relates to LETA's activities 2. Any complaint, must be lodged by the person who is aggrieved 3. Complaint can be lodged in writing, by email or verbally to the State Councillor 4. Complainant must provide the evidence or basis of the complaint, time and venue of the incident, if any and the person(s) against whom the complaint is lodged (if applicable) 5. Anonymous complaint lodged in writing can also be lodged by email or in writing 			As and when required
2	Complaint investigation	<ol style="list-style-type: none"> 1. State Councillor to investigate the complaint and gather facts and evidence 2. State Councillor to keep the complainant informed about the progress of complaint investigation 3. If applicable, State Councillor to inform the person(s) against whom the complaint is made and ask them to respond by providing all the details leading to the incident and any evidence they may want to present in their defence 4. State Councillor investigation to consider facts and evidence presented by all parties before making a decision if the complaint is valid or otherwise 5. State Councillor to consider what steps should be taken to avoid the similar complaint in future 6. State Councillor to reach a conclusion about the resolution of the complaint, and basis of such resolution. 7. State Councillor to consider if any disciplinary action is warranted 8. All complaint investigation is to be documented 	1-8 State Councillor	1-8 State Councillor	After receiving a complaint
3	Complaint Resolution	<ol style="list-style-type: none"> 1. State Councillor to inform the complainant about the resolution of complaint either in person or in writing as considered best 2. State Councillor to present the basis of the complaint resolution 3. State Councillor to advise the complainant about any corrective or disciplinary action taken in course of resolving the complaint 4. Complainant can escalate the complaint to appropriate forum if not satisfied. 	1-3 State Councillor	1-3 State Councillor 4 Complainant	After complaint investigation