

The Australian Navigators

Complaint Handling Policy

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively. It also provides guidance to our Staff, Associates and other people who wish to make a complaint.

Information of our complaint handling policy

Those making complaints will be:

- a. provided with information about our complaint handling process,
- b. provided with multiple and accessible ways to make complaints,
- c. listened to and treated with respect by the staff dealing with the complaint, and
- d. provided with reasons for our decision on the complaint outcome.

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

We will accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

How complaints will be accepted and dealt with

A complaint can be made to any Staff or Board member in any way preferred.

Information on how complaints can be made will be published on our web site. Also, a link will be provided on the web site that provides access to a form that can be completed and submitted to register the complaint.

We will protect the identity of those making complaints where this is practical and appropriate.

All complaints, whoever that are received by, will initially be directed to the National Administrator who will:

1. Record the complaint.
2. Acknowledge receipt of the complaint within 2 weeks.
3. Review the complaint and refer it to either:
 - a. the National Director – if the complaint is not about him, or
 - b. the Chairperson of the Board – if the complaint is about the National Director.

The National Director or the Chairperson will decide whether an investigation is required.

Following the investigation and agreement on the appropriate outcome a decision will be made regarding the need for an internal review.

The final stage of the complaint process will be to advise the person making the complaint of the outcome, actions taken, and reasons for our decision.

The National Administrator will keep a record of the outcome of the complaint, the actions taken and the reasons for these decisions.

Approved:


Chairman

On behalf of the Board of The Australian Navigators

Date: 20 October 2018