Complaints process





Notice how the process sets out the different steps that the person making the complaint (the 'complainant') should take, as well as those steps the corporation (the one being complained to) should take. Taking the complaint further, to ORIC (an 'outsider'), is given as a later step if the dispute cannot be resolved by 'insiders' within the organisation.

You can use the template on page 2 to create your own complaints process.

Complainant: consider

- What outcome are you after?
- Check your rule book for guidance

Complainant: make your complaint

- Contact your corporation (e.g. by phone, email or in person)
- Be clear about the problem
- Be polite and respectful
- Keep a record of your conversation

Corporation: consider, discuss and decide

- Examine the complaint carefully (make sure you have all the facts)
- Discuss the matter with relevant parties
- Stay calm, fair and open minded
- Keep the complainant informed, especially if the process is taking more time than first advised
- Make a decision

Corporation: acknowledge the complaint

- Respond promptly and politely to the complainant
- Let the complainant know the next step(s) (e.g. do you have to examine the matter further, refer it elsewhere, seek expert advice?)
- Advise the complainant of the timeframe

Corporation: communicate the outcome

- Inform the complainant of the decision
- Give clear objective feedback (that is, the reasons for the decision)
- Finalise within a reasonable timeframe
- Keep a record of the complaint and the process

Complainant: reflect on the decision

- Examine the decision carefully and calmly
- Does the decision address your matter fully or to a reasonable degree?
- Be prepared to compromise

Complainant: decide

- Has the matter been resolved to your satisfaction?
- Do you want to take the matter further? (If yes, refer to your corporation's dispute resolution rules)

Complaints process

The following example is of the complaints process that Purple House follows.

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