



Complaints policy

Purpose

This policy is intended to ensure that Sydney Heritage Fleet handles complaints fairly, efficiently and effectively. It provides guidance to our employees and members/volunteers who wish to make a complaint on the correct procedures to follow.

Scope

This policy applies to all employees and members/volunteers, contractors and the Board, receiving or managing complaints from fellow employees, members/volunteers, the public and customers made to or about us, regarding our products, services and employees/members/volunteers, or our complaint handling process.

SHF commitment

SHF expects all employees and the Board of Directors to be committed to fair, effective and efficient complaint handling. The General Manager and the Board of Directors are responsible for promoting a culture that values complaints and their effective resolution.

Responsibilities

The General Manager undertakes to:

- Regularly report to the Board on our complaint handling.
- Provide adequate support and direction to key employees/volunteers responsible for handling complaints.
- Regularly review reports about complaint trends and issues arising from complaints.
- Encourage all employees and Volunteer Services to be alert to complaints and assist those responsible for handling complaints to resolve them promptly.
- Encourage employees/volunteers to make recommendations for system improvements and support recommendations for complaint handling improvements arising from the analysis of complaint data.

Staff whose duties include complaint handling (eg. General Manager, Board, Volunteer Services) undertake to:

- Demonstrate excellent complaint handling practices.
- Understand and comply with our complaint handling practices.
- Treat all people with respect, including people who make complaints.
- Assist people to make a complaint, if needed.
- Comply with our policy and associated procedures.
- Provide regular feedback to the General Manager and/or the Board on issues arising from complaints.
- Provide suggestions to management on ways to improve our complaints management system.
- Contribute to the implementation of changes arising from individual complaints and from the analysis of complaint data as directed by management.



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Contractors:

- We expect contracted service providers to have a comprehensive complaint management system. We take complaints not only about the actions of our employees/volunteers but also the actions of our service providers.

Facilitate complaints

SHF are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process and how to access it,
- listened to, treated with respect and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

No detriment to people making complaints

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

Anonymous complaints

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

Respond to complaints

- Where possible, complaints will be resolved at first contact with us.
- When appropriate we may offer an explanation or apology to the person making the complaint.
- We will promptly acknowledge receipt of complaints.
- We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised.
- If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible of the following:

- the complaints process,
- the expected time frames for our actions,
- the progress of the complaint and reasons for any delay,
- their likely involvement in the process, and
- the possible or likely outcome of their complaint. We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).
- We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.



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Objectivity and fairness

- We will address each complaint with integrity and in an equitable, objective and unbiased manner.
- We will ensure that the person handling a complaint is different from any employee/Director/volunteer whose conduct or service is being complained about.
- Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Confidentiality

- We will protect the identity of people making complaints where this is practical and appropriate.
- Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

Managing unreasonable conduct by people making complaints

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible,
- the health, safety and security of our employees and volunteers, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our employees/volunteers to do the same in accordance with this policy.

Alternative avenues for dealing with complaints

We will inform people who make complaints to or about us about any internal or external review options available to them (including any relevant Ombudsman or oversight regulatory bodies).

To lodge a complaint

Please provide information about your complaint in writing to the one of the following:

Employees, members or general public:

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|-------------------|--------------|--|---------------------|
| • General Manager | Ross Muir | rmuir@shf.org.au | Phone: 02 9298 3840 |
| • President | John Winning | president@shf.org.au | Phone: 0417 203 754 |

Volunteers:

- | | | | |
|----------------------|--------------|--|---------------------|
| • Volunteer Services | Jackie Clark | vservices@shf.org.au | Phone: 02 9298 3870 |
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Or via mail:

Sydney Heritage Fleet, Wharf 7 58 Pirrama Road, Pyrmont NSW 2009



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Further information

For further information on this policy please contact the General Manager (employees/members) or Volunteer Services (volunteers) vservices@shf.org.au, who will direct you to the relevant person/team.

13. References

- *Complaint Handling* – Justice Connect www.nfplaw.org.au
- Sydney Heritage Fleet Constitution
- Sydney Heritage Fleet Discrimination, Harassment, Bullying & EEO

14. Approval

Approved by the Sydney Heritage Fleet Board of Directors on October 11, 2018.

This policy will be reviewed and revised from time to time as required.