

- POLICY - COMPLAINTS



A DIVISION OF
MACKAY & DISTRICT ABORIGINAL & ISLANDER MEDIA ASSOCIATION LTD



Purpose:

The purpose of this policy is to outline the procedures to be used in lodging and responding to complaint made to the Mackay District Aboriginal and Islander Media Association.

Policy:

Complaint: An expression of dissatisfaction

Complainant: Person who is making a complaint

Board Committee: A board committee is a group of people working together, under the guidance of a chairperson, to develop policies on issues the Board allocates to the committee. The committee recommends policies to the Board, who consider them when implementing a course of action. The Chairperson of a Board Committee is usually a member of the Board.

All complaints from service users and other community members about MDAIMA are to receive a respectful and timely response. When possible that response indicates changes that will occur or reason/s why changes cannot occur or any other issues that are relevant to the complaint.

If a person submits a complaint that person may continue to access all of the Association services. If the person prefers not to receive service from MDAIMA, where possible, the Station Manager will refer the person to another Association or program that meets their required needs. The person will be referred to an Association which will not involve additional expense to MDAIMA.

Procedure:

The Person Who Is Making The Complaint Will:

- Attempt to settle the issue quickly and simply by discussion with the MDAIMA worker with whom you have direct contact.
- If it is preferred not to discuss the issue with this person or if not satisfied with the response, lodge a formal complaint.

Formal Complaint:

- The person with the complaint submits details of the complaint in writing, by phone or in person to Station Manager
- Upon receiving the formal complaint, Station Manager will investigate the issue
- Upon completion of the investigation, Station Manager will provide a written response to the complainant as soon as possible and no longer than eight weeks.
- If Complainant is not satisfied with the response, they are advised to lodge a complaint with the Chair of the Board of Directors.

- POLICY - CONFLICT RESOLUTION



A DIVISION OF
MACKAY & DISTRICT ABORIGINAL & ISLANDER MEDIA ASSOCIATION LTD



Complaint to Board Of Directors:

- Complainant must submit the complaint in writing to the Chair of the Board of Directors
- The Chair of the Board of Directors refers the complaint to the relevant Board Committee
- The Board Committee is to consider the complaint at the next Committee meeting
- Provide complainant with written reply with six (6) weeks of the Committee meeting.