



## MEMBER COMPLAINTS RESOLUTION POLICY

DATE OF ENDORSEMENT:	13 July 2015
DATE OF EFFECT:	24 August 2015
DATE LAST AMENDED:	13 July 2015

### **1 Purpose**

- 1.1 To maintain our responsiveness to the needs and concerns of our members, this policy is designed to assist in resolving complaints in an efficient, effective and professional manner.

### **2 Sources of authority**

- 2.1 As per Rule 54(i) and in line with Chapter B of PSA Bi-Laws it shall be the responsibility of the General Secretary to implement this policy and to monitor its performance.

### **3 What can a complaint be about?**

- 3.1 A complaint may be made about either:

- a service that the Union has provided, or not provided, to you as a member;
- the conduct of an officer (see Glossary), staff member or a delegate of the PSA\*; or
- the application of PSA rules, policies or procedures.

\*If the conduct of a delegate may be a breach of the code of conduct relevant to that delegate's workplace, complaints regarding such conduct should be referred by the complainant to the delegate's line manager at their place of work.

### **4 Making a complaint**

- 4.1 Members who have a complaint against a particular official or staff member of the PSA, or of a delegate in their capacity as an official of the PSA should raise the complaint directly with that person in the first instance. Ideally, in the interests of all concerned, complaints should be resolved informally.
- 4.2 If your complaint cannot be resolved in an informal way, please call our dedicated Complaints Officer for further advice on 9220 0931. You may be asked to put your complaint in writing.
- 4.3 The role of the Complaints Officer is to objectively and efficiently investigate the complaint.

- 4.4 Should you need to contact the Complaints Officer, you will be asked to provide:
- your name and membership number;
  - your preferred method of contact and your workplace;
  - details of the complaint including any actions you have so far taken to resolve your complaint and copies of relevant documentation; and
  - what you would like to see happen to resolve your complaint.

## **5 How will my complaint be handled?**

- 5.1 The Complaints Officer on the behalf of the PSA will:
- assess the complaint in part against the PSA rules, policies and procedures;
  - observe the principles of procedural fairness;
  - attempt, in the first instance, to achieve the timely resolution of the complaint by mutual agreement.
- 5.2 Depending on the nature or gravity of the complaint the Complaints Officer may refer your complaint to another suitable staff member for action.
- 5.3 The PSA will seek to provide the outcome within 30 working days of receipt of a complaint.
- 5.4 For complex matters, the above time frame may be exceeded, but you will be kept informed of the progress.

## **6 Procedural fairness**

- 6.1 The PSA is committed to ensuring all parties to a complaint have access to an objective and fair process and that all complaints are responded to within a reasonable time frame.
- 6.2 Complaints will be handled according to the following principles of procedural fairness:
- The requirement that the complaint be specific enough to be assessed and be accompanied with evidence to substantiate the claim. A complainant may be asked for further information or evidence during the resolution process if the complaint is not sufficiently clear.
  - The right of the complainant to be heard.
  - The right of the respondent(s) to be afforded natural justice and to preserve their reputation against unfounded or spurious allegations.
  - The requirement that complainants will be informed of the reasons for decisions.
- 6.3 Where necessary, complainants will be provided with access to the relevant policies and procedures.
- 6.4 Complaints that are made anonymously will not be taken, as procedural fairness cannot be assured nor can the genuine nature of the complaint be verified.
- 6.5 The complaint outcome will be provided to the complainant where the complainant has proved their identity.

## **7 The Complaints Register**

7.1 All complaints will be filed in the PSA Complaints Register to ensure complaints are appropriately recorded, monitored, progressed and finalised.

## **8 Confidentiality**

8.1 Only the parties to the complaint or those that can facilitate the resolution of the complaint will be involved.

8.2 The personal information relating to the complaint will be securely maintained at all times.

## **9 Glossary**

Complainant	Any person lodging a complaint or allegation.
Officer of the PSA	Any person who holds an office in the PSA e.g. members of the Executive, Central Councillors.
Procedural fairness	A way of proceeding where the decision maker should act in good faith, without bias and grant a hearing, or opportunity to present their case and know the case against them, to any person whose interests will be affected by the exercise of that decision before the decision is made.
Respondent	A person requested to respond to complaints made about them.