

AHIGS / IGSA Complaints Policy

Policy

IGSA seeks to resolve difficulties, grievances and complaints in a prompt, impartial and just manner.

Definition

A complaint is viewed as an expression of discontent with IGSA services or staff or other stakeholders, with the person making the complaint requiring some change and / or an apology.

Purpose

This policy refers to any complaint received by IGSA from either members, members' school communities, contractors or other stakeholders.

This policy will endeavour to:

- improve the level of stakeholder satisfaction with IGSA;
- recognise, promote and protect stakeholders' rights, including the right to comment and complain;
- provide an efficient, fair and accessible mechanism for resolving complaints to ensure that the complaint handling process is transparent and comprehensive.

Principles

The principles upon which this policy is founded are that:

- IGSA accepts complaints;
- the policy will be easy to understand and will be fair;
- complaints will be handled in a timely manner;
- complaints will be handled with procedural fairness;
- IGSA will keep a record of complaints/incidences/reviewed decisions;
- IGSA will use information from the record of complaints/incidences/reviewed decisions to review practice and operations with consideration given to the Code of Conduct;
- the complaints process will be transparent;
- IGSA will observe confidentiality and information will be restricted to those who need to know of the complaint.

Fairness

The process needs to be fair to both the complainant and the person/s against whom the complaint is being made. All parties must be protected from victimisation, discrimination or retribution. The process shall be based on the complainant's right to:

- Be heard;
- Have their complaint treated seriously;
- Be informed of the processes of complaints handling;

- Be informed of the Association's decision and reasons for that decision.

The person, members' school or staff member of the Association about whom the complaint is made shall have the right to:

- Collect sufficient details to enable them to gather information and prepare a response to the complaint;
- Have the opportunity to respond to the person investigating the complaint and have their response taken seriously;
- Be informed of the processes engaged in the complaints handling;
- Be informed of the decision and reason for the decision.

It is important that those handling complaints should be independent of the issue of the complaint. If a conflict of interest arises, the IGSA Executive Officer will arrange for an independent member to continue with the process and hear the complaint.

Confidentiality

To protect confidentiality and privacy, people involved in handling complaints resolution must ensure that information is restricted only to those who genuinely need to know in order to deal with the complaint. Some information about the specific complaint may need to be disclosed to others during its resolution. The complainant needs to be informed of this.

Timeframe

IGSA will acknowledge a complaint within 3 working days of receiving the complaint. Complaints can be made verbally however the person will be encouraged to forward their complaint in writing. All complaints should be finalised within 21 working days of receipt of the complaint, unless the person reviewing the complaint cannot speak to a relevant party.

Procedure

Informal Complaints

An informal complaint may be discussed with any relevant member of IGSA' staff. The staff member and person involved should try to resolve the complaint. A record of the complaint will be kept by the IGSA office.

Formal Complaints

A complaint can be lodged with any member of IGSA staff either in writing or verbally. If verbal complaint received then the IGSA member must document the complaint as a formal complaint.

The person making the complaint may come into the office to discuss the complaint if they wish.

A person making a complaint is entitled to have a support person of their choice with them at the time of investigation.

IGSA Sport

A formal complaint regarding an IGSA Sport matter may be made either to the IGSA Director of Sport, the Sport staff or the Executive Officer.

All complaints will be forwarded to both the IGSA Director of Sport and the Executive Officer.

The IGSA Director of Sport / Executive Officer will undertake an investigation including discussion with all parties involved.

A formal response in writing will be made to the person making the complaint within acceptable timeframes.

On receipt of a complaint, the Principal of a school will be informed should a complaint come from or be in relation to a parent or member of staff from their particular school.

Should any complaint cause any concern regarding reputational issue, then the matter will be forwarded by the Executive Officer to the Chair of IGSA.

A separate process involves appeals for representative selection and can be found on the website under IGSA called the IGSA-IGSA Representative Sport Policy.

Other IGSA operations

Any IGSA member can receive a complaint regarding any matter relating to IGSA. All complaints of this nature will be referred to the IGSA Executive Officer who will follow the above procedure.

The IGSA Chair will be advised of any complaint of a serious nature i.e. where legal obligations have been breached.

The IGSA Chair can be approached personally regarding any complaint and, in particular, any complaint regarding the Executive Officer.

Resolution of Complaints

Positive resolution of a complaint should aim to:

- seek resolution at the level at which the complaint is made
- gain agreement of the parties
- consider all relevant information and views of all parties
- consider the Association's policies
- complainants should be told the process for complain resolution and an indication of how long it will take to deal with a complaint
- complainants should be kept informed of progress in resolving the complaint where relevant
- it is expected that written complaints be acknowledged within 2 working days of receipt. The proposed timeframe required to resolve the complaint should be indicated to the complainant as early as possible in the process and may vary according to the nature, complexity or timing of the complaints.

Related Documents

Other IGSA Policies including Code of Conduct

Recording of Complaints

All informal complaints will be recorded in the complaints folder.