



## Omega Writers Inc Complaints Policy

This policy applies to the Omega Writers Inc Management Committee (as defined by our Constitution and Rules) receiving or managing complaints from the public, members, volunteers, speakers or attendees at our events; made to or about us, regarding any behaviour or communication, or our complaint handling process.

This policy is in place as part of our commitment to our members and anyone associated with an Omega Writers Inc event or any communication or dealings that that Omega Writers are a part of. Omega Writers are committed to an environment where all persons can expect to be treated with respect and value.

The Management Committee will bring in any expertise or legal advice that the Committee believes is necessary to facilitate the investigation or management of a complaint.

This policy is intended to ensure that Omega Writers Inc handles complaints fairly, efficiently and effectively.

### Our commitment

The Management Committee 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 are by nature difficult to resolve but every effort will be made to investigate issues raised where there is sufficient information provided. The decision on whether sufficient information is raised will be made by the Management Committee.

Any complaints to us will be kept as written records and filed confidentially. All members of the Management Committee are likely to be aware of any complaints, subsequent investigation, resolution and any ongoing alterations to process unless there has been a complaint against a specific member of the committee; in this instance that member will be excused from the investigation.

In the event of a complaint, the person who is making the complaint should be encouraged to speak to the Managements Committee's President in the first instance. The President can be contacted by email: [president@omegawriters.org](mailto:president@omegawriters.org). In the event that the complaint is about the president then please contact either the secretary or treasurer and ask to be directed to an alternative representative.

Secretary: [info@omegawriters.org](mailto:info@omegawriters.org)

Treasurer: [treasurer@omegawriters.org](mailto:treasurer@omegawriters.org)



In the event that the President or other designated person may not be available, or the Management Committee believes that the interests of the person who made the complaint will be better served by expertise outside the Management Committee, the Management Committee will designate another person or persons of suitable experience and appropriate skills to investigate the issue on behalf of the Management Committee.

In the event that the complaint is made against the Management Committee as whole, relevant legal expertise will be sought in the first instance.

## The Complaint Management Process

### 1. Acknowledge the complaint/s.

After acknowledging receipt of the complaint, the Management Committee will confirm whether the issue/s raised in the complaint is/are within our control. The committee will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, the committee will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

### 2. Investigate the complaint/s.

After assessing the complaint, the committee will consider how to manage it and may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

The Management Committee will keep the person who has made the complaint up-to-date on our progress at mutually agreeable timeframes particularly if there are any delays. The committee will also communicate the outcome of the complaint using the most appropriate medium. Which actions the committee decide to take will be tailored to each case and take into account any statutory requirements.

Expertise may be sought outside the Management Committee and may include other organisations either for assistance or expertise.

### 3. Determine outcome and provide reasons for decision.

Following consideration of the complaint and any investigation into the issue/s raised, the Management Committee will contact the person making the complaint and advise them:



- The outcome of the complaint and any action the committee took
  - The reason/s for our decision
  - The remedy or resolution/s that the committee have proposed or put in place, and
  - Offer the person, who made the complaint further assistance or support as desired or required
4. Close the complaint and implement any required changes to process or organisational practice as a result of the complaint's resolution or completion