

# Complaints Policy



## PURPOSE

The purpose of this policy is to ensure complaints will be received and dealt with in an expeditious manner that upholds Alongside Hope accountability.

## APPLICATION

This policy applies to complaints received by Alongside Hope about its activities, programs, services, directors, members, employees and agents.

## POLICY

Alongside Hope promotes accountable and transparent ways of working. It encourages its directors, members, employees, and agents to address concerns quickly and effectively so that they are resolved to the satisfaction of those concerned and do not progress to the level of a complaint.

Any and every complaint will be dealt with promptly, seriously and systematically following the Alongside Hope procedure for complaints.

For detailed procedural steps and additional guidance to support operational frameworks supporting this policy, refer to the [Concerns and Complaints Response and Resolution Procedures](#).

## DEFINITIONS

For the purpose of this policy the definitions are as follows

**Concern** is an informal communication or question made to Alongside Hope regarding a person or some aspect of Alongside Hope's work and may express a hopeful resolution of the issue.

**Complaint** is a personal expression of dissatisfaction about the service, action, or lack of action by Alongside Hope as an organization or a director, member, employee, or agent acting on behalf of Alongside Hope.

Examples include but are not limited to

- perceived failure to do something agreed upon
- failure to observe policy or procedures
- error made by a staff member/volunteer
- unfair or discourteous actions/statements by staff member/volunteer

## AMENDMENT

This policy may be amended by the Alongside Hope Board.

**Adoption date:** May 2013

**Review date:** June 2025

**Amendment date:** July 2025