



CWS Complaints Policy

Overview

From time to time, people may be dissatisfied with their interaction with the Women's Shed and raise a complaint. The way that we deal with the complaint shows that we care about the people involved and can ensure harmonious interactions going forward. Complaints are also an important way of understanding where we may need to change our methods of operation, whether for the purposes of increased member satisfaction or to manage potential risks. The Coolum Women's Shed is committed to ensuring all complaints made against it are handled in an honest, transparent and effective way. This document provides guidance on how to deal with complaints received and should be read by volunteers as part of their induction.

Intended users

- Volunteers
- Management Committee
- Secretary

What is a complaint?

A complaint is **any expression of dissatisfaction** made to, or about, The Women's Shed, our services or activities, where a response or resolution is explicitly, implicitly or legally required. A complaint may be made in any fashion, including in person during an activity or event, via email, phone call to a member or via social media.

When a complaint is made, volunteers of the Women's Shed are expected to:

- Treat all people and other members with respect, including people who make complaints
- Follow our complaints handling procedure (below)
- Assist people who wish to make complaints to access our complaints process
- Be alert to complaints and assist members handling complaints in a polite and supportive manner
- Resolve matters promptly and effectively



The Women's Shed 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.

This complaints policy will be made available on our website and to any person who requests a copy from coolumwomensshed@gmail.com.

Complaints Handling Procedure

When a complaint is made against The Women's Shed, the volunteer who first received the complaint should follow the below procedure:

1. Acknowledge

Listen to the complainant, record the details of the issue, ask questions to clarify specifics and be considerate of the complainants' courage in making the complaint.

If the complaint can be resolved with first contact, the volunteer should attempt to do so.

2. Escalate as needed

If the complaint cannot be resolved with first contact, notify the general manager of the issues and make a time to discuss resolution options with all impacted or implicated parties. Where the general manager is not able to come to an appropriate solution, the complaint will be escalated to the Management Committee.

3. Resolve

The parties will aim to agree on a satisfactory resolution to the issues raised and any action required by The Women's Shed. If the complaint was escalated to the general manager or management committee, the complainant should receive written confirmation of the Women's Shed's response within a reasonable timeframe.

4. Record & Review

All complaints should be recorded in the Complaints Register – please ensure that all complaints are emailed for the attention of the secretary via coolumwomensshed@gmail.com

Regular review of the Complaints Register should be conducted to ensure continual improvement of the Complaints Handling Procedures.