

General Complaints Policy



www.outdoorsvictoria.org.au

TABLE OF CONTENTS

01 General Complaints Policy

02 Outdoors Victoria Complaint Form

General Complaints Policy

The purpose of Outdoors Victoria (OV) is to advocate and support a sustainable and respectful outdoor education and outdoor recreation sector, with the positive outcome of getting more Victorians active in the outdoors. Outdoors Victoria is a not-for-profit organisation governed by a volunteer Board. The Outdoors Victoria CEO leads a small team of staff providing administrative and project-based support.

Outdoors Victoria acknowledges the Traditional Owners of the land on which we operate across the State of Victoria. We acknowledge and respect their contributions, experience and knowledge as First Nations people. We pay our respects to their Elders, past and present.

This General Complaints Policy was approved by the Outdoors Victoria Board on 19/04/2024. It demonstrates the strong commitment of management, staff and volunteers to a harmonious and respectful environment at Outdoors Victoria.

At Outdoors Victoria, we are committed to providing a positive and inclusive environment for all our stakeholders. We recognise that complaints may arise from time to time, and we take these seriously as opportunities to improve our practices and relationships.

This policy outlines how we handle complaints made by and against staff, Affiliate supporters, and Board Directors.

Scope:

This policy applies to all individuals associated with Outdoors Victoria, including but not limited to staff, volunteers, Affiliates, subscribers, and Board Directors.

Principles:

1. Fairness: We will treat all complaints with fairness, impartiality, and respect for confidentiality.
2. Transparency: We will communicate openly and transparently throughout the complaint process, providing updates on the progress and outcome of investigations.
3. Timeliness: We will strive to resolve complaints promptly and efficiently, minimizing any disruption to involved parties.
4. Learning and Improvement: We will use complaints as opportunities for learning and improvement, implementing corrective actions where necessary to prevent recurrence.

Procedure:

1. Submission of Complaint:

Complaints must be submitted on the 'Outdoors Victoria Complaint Form' (see below)

- Complaints should include all information as requested on the 'Outdoors Victoria Complaint Form'.
- Please follow the submission details on the 'Outdoors Victoria Complaint Form'

2. Initial Assessment:

- Upon receipt of a complaint, the designated Complaints Officer will conduct an initial assessment to determine the appropriate course of action.
- The complaints officer for OV is the OV Chief Executive Officer (CEO).
- If the complaint is directed at the CEO, the Chair or Deputy Chair of OV will conduct the initial assessment.
- The Complaints Officer, (or other relevant personal) may request additional information from the complainant or other relevant parties if necessary.

3. Investigation:

- Depending on the nature and severity of the complaint, an investigation may be conducted by the Complaints Officer or if deemed a serious complaint requiring additional expertise a designated Complaints Advisory Group. This would be formed (including a 'conflict of interest' check) when required and would consist of the CEO of OV and 1-2 OV board members. The investigation will be conducted impartially and with due diligence, respecting the rights and privacy of all parties involved.
- Interviews with relevant individuals and examination of relevant records may be conducted as part of the investigation process.

4. Resolution:

- Upon completion of the investigation, the findings will be reviewed and appropriate actions will be determined.
- Possible outcomes may include corrective measures, disciplinary actions, or recommendations for policy or procedural changes.
- The complainant will be informed of the outcome of the investigation and any actions taken.

5. Appeals:

- If the complainant is dissatisfied with the outcome, they may request a review of the decision within a specified timeframe.
- Appeals will be reviewed by an Appeals Advisory Group which will be formed, if required, and consist of the Chair or Deputy chair of OV, and a another OV Board member. Members of the Appeals Advisory Group must not have been a member of the initial Complaints Advisory Group.
- The decision of the Appeals Advisory Group will be final.



Outdoors Victoria Complaint Form

Name of Complainant:

Contact Information:

Nature of Complaint:

Description of Complaint (who was involved, where):

Supporting Evidence/Documentation (if any):

Preferred Outcome:

Date of incident:

Time of Incident:

Signature:

Date:

Submission Instructions:

- Please email this completed form to the CEO of Outdoors Victoria ceo@outdoorsvictoria.org.au
- If the complaint involves the CEO of OV, please email the completed form to the current Chair Richard Thornton: Richard.j.thornton@gmail.com or Deputy Chair of Outdoors Victoria Bernie Mills bmills@firbank.vic.edu.au
- Please request a confirmation of receipt email.

Confidentiality Notice: All information provided in this form will be treated with the strictest confidence and used only for the purpose of addressing the complaint. Personal information will be handled in accordance with applicable privacy laws and regulations.