

PART D: COMPLAINT HANDLING PROCEDURES

A complaint can be about an act, behaviour, omission, situation or decision that someone thinks is unfair, unjustified, unlawful and/or a breach of this policy. Complaints will always vary. They may be about individual or group behaviour; they may be extremely serious or relatively minor; they may be about a single incident or a series of incidents; and the person or organisation about whom the allegation is made may admit to the allegations or emphatically deny them.

Given all of the variables that can arise, HA provides the following procedure that may be used at any stage. Individuals and organisations to which this policy applies may also pursue their complaint externally under anti-discrimination, child-protection or other relevant legislation.

If at any point in the complaint process the appointed HA Member Protection Information Officer (MPIO) considers that a Complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter will be considered for appropriate action under this policy.

All complaints must be submitted in writing to the HA MPIO within 12 months, maximum, of the incident occurring or they will not be considered. A complaint can be withdrawn by the Complainant at any time. Complaints relating to suspected child abuse, child protection or other criminal offence matters are exempted under this time limit

All complaints will be kept confidential and will not be disclosed to another person without the complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the complaint. We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

We will, where possible, ensure that no one is victimised for making, supporting or providing information about a complaint.

ATTACHMENTS

- Attachment D1: Complaints procedure
- Attachment D2. Mediation
- Attachment D3. Investigation procedure
- Attachment D4. Tribunal procedure