

<p><b>Policy Restorative Justice Victoria</b></p>	<p>Issue Date: Feb 2020</p>
<p>Topic: Service Complaints</p>	<p>Policy Number 1.1.10</p>
	<p>Source: Restorative Justice Victoria, Operational Policies</p>
<p><b>Policy Statement</b></p> <p>Restorative Justice Victoria responds to any service complaint in a timely and effective manner. This policy applies to all staff, volunteers, clients, other program participants and other agencies.</p>	

**This Policy Does Not Cover:**

- Privacy concerns (see Complaints Regarding Privacy Issues Policy)
- Personnel Issues
- Anonymous complaints

**Definition of a Complaint**

For the purposes of this document, a complaint is an oral or written expression of concern or dissatisfaction with an RJV program or activity and/or individuals associated with the program or activity.

**Complaints Handling Standards:**

- Complaints are treated in confidence within RJV.
- If complainant information needs to be shared, it will only be done so with the written consent of the complainant.

- Complainants can expect to be treated with courtesy, respect and fairness at all times. Staff, volunteers and board members dealing with the complaint are also to be treated with the same courtesy, respect and fairness
- Complaints can be received via letter, email, completed complaint form, in person or phone.
- Complaints will be dealt with promptly. We will acknowledge receipt of a written complaint within 10 working days where we have a return address and complainants can expect to have a full reply within 30 working days of receipt. If RJV is unable to respond within 30 working days, the complainant will be advised of the reason.

## **Recording Complaints**

Complaint details, outcomes and actions taken will be recorded by RJV staff and/or board and used for service improvement. RJV staff and/or board will record all complaints received and collate data from the complaints to provide information on the types of problems encountered and how well RJV is doing in resolving them.

RJV will inform all clients that their feedback is valued and that any feedback received will be used for the following purposes:

- get things right in the future if we have not done so already
- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

Clients will be informed that their personal information will be collected and stored in the appropriate and legal ways outlined in the Personal Information Protection Act (PIPA).