



TASMAN ENVIRONMENTAL TRUST

COMPLAINTS

Policy number	6	Version	3
Drafted by	Marios Gavalas	Approved by Board on	19 June 2023
Revised	June 2023		
Responsible person	Sky Davies	Scheduled review date	June 2026

INTRODUCTION

Tasman Environmental Trust (TET) seeks to provide a safe, effective and accessible service to those who wish to make a complaint.. TET views complaints and compliments as important feedback from the people and communities we work with.

PURPOSE

This policy is intended to ensure that TET handles complaints fairly, efficiently and effectively.

This policy provides guidance to anyone who wishes to make a complaint on the key principles and concepts of our complaint management process-

SCOPE

This policy covers the Trust Board, Hub and Projects managed by the Trust.

POLICY

Tasman Environmental Trust has an effective complaint handling process, modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture.

People making complaints will be:

- listened to, treated with respect and actively involved in the complaint process where possible and appropriate
- provided with reasons for our decision/s and any options for redress or review.
- Treated with anonymity where possible, unless disclosure of their name is essential to an equitable outcome of the complaint.

We 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.

In its response to complaints, TET will ensure natural justice is observed and will seek restorative justice outcomes.

COMPLAINTS PROCESS

For formal and informal complaints the process below will be followed:

When responding to complaints, staff members, volunteers and Trustees will act in accordance with these complaint handling procedures.

Staff members should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below:



Receive

We will record the complaint and its supporting information. This will be reported to the Trust Manager. Each complaint will be assigned a unique identifier attached to the complaint file.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they seek
- Any other relevant information
- Any additional support the person making a complaint requires.

Acknowledge

We will acknowledge receipt of each complaint promptly, and preferably within 5 working days. When appropriate we may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g. email, letter) for formally communicating with the person making a complaint.

Assess and Investigate

After acknowledging receipt of the complaint, we will

- confirm whether the issue raised in the complaint is within our control
- the outcome sought by the person making the complaint
- where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be assessed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed
- Whether a resolution requires the involvement of other organisations
- the engagement of an independent advisor to investigate or advise on the management of the complaint

After assessing the complaint, the TET will consider how to manage it. This may include:

- Investigate the claims made in the complaint
- Gathering information about the issue, person or area that the complaint is about
- Giving the person making a complaint information or an explanation
- The engagement of an independent advisor

We will keep the person making the complaint up to date on our progress, particularly if there are any delays (including the reason for any delays).

Determine outcome and provide reasons for decision

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint, preferably with a face-to-face meeting. We will then advise them in writing:

- An outline of the complaint
- The outcome of the complaint
- any action we took
- The reason(s) for our decision
- The remedy or resolution that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

Close the complaint: document and analyse data

Document

We will keep records about:

- How we managed the complaint
- The outcome of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analysing any underlying or root causes.

Analyse data

We will ensure that outcomes are properly implemented, monitored and reported to the Trust Board.

AUTHORISATION

Signature of Board Chair

22nd June 2023 Tasman Environmental Trust

A handwritten signature in black ink that reads "G. Bishop". The signature is written in a cursive style with a large, stylized initial "G" and a dot over the "i" in "Bishop".

Signature to be added once approved