

Concerns and Complaint Process

Most concerns can be resolved informally by discussions with the people involved.



Step One

Your concern is **GENERAL** in nature
OR...
Involves a particular **staff member or client**

Contact the person involved to arrange a time discuss the matter privately.

- *Indicate what the concern is about and let them know if you'll bring a support person to the meeting.*
- *If your concern is about a hazard or the organisation follow the hazard identification procedure or contact CEO*

Meet with the person involved to discuss the matter.

- *Be prepared to listen to different points of view and try to work towards a resolution.*
- *This may require another meeting and/or involve a member of the Leadership Team*

Is the matter resolved?

- *Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.*

YES

NO FURTHER ACTION REQUIRED

Step Two

Your concern has **NOT** been resolved by meeting with the person concerned
OR... does not involve a particular person or client
OR... you **DO NOT** wish to approach the person concerned
OR... involves the CEO or a board member

Contact the CEO, a member of the leadership team or board member to arrange a time to discuss the matter privately.

- *Indicate what the concern is about, any steps taken to resolve the matter and let them know if you'll bring a support person to the meeting.*

Meet with the appropriate person (as above) and discuss the matter.

- *Be prepared to listen to different points of view and try to work towards a resolution.*
- *The CEO may involve other people to help resolve the concern.*

Is the matter resolved?

- *Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.*

YES

Step Three

Your concern has **NOT** been resolved by the pervious steps
OR... your concern is more serious
OR... your concern is serious and it's not appropriate to contact the CEO or Leadership Team about

You can make a formal complaint
See Momenta's **Making a Formal Complaint or Serious Allegation** procedure

Put the complaint in writing (email or letter), giving as many facts and details as possible, and any steps taken to resolve the matter.

- *Include your name, signature and contact details.*
- *Send to CEO or Board chair, as appropriate.*

Your complaint will be acknowledged.

- *The organisation will decide whether a formal investigation is necessary or appropriate. See Momenta's **Making a Formal Complaint or Serious Allegation** procedure*

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, the organisation may keep you informed of the process and timeframes.

NOTE: Unless there are exceptional circumstances a **complaint will not be considered unless the correct process has been followed.** You may be directed back to the person (staff member, client, CEO) to follow the process.

Once a Formal Complaint has been resolved, there are no further avenues to pursue the complaint the organisation.
If you are not satisfied with the outcome, seek advice and consider contacting other agencies. See Momenta's **Making a Formal Complaint or Serious Allegation** procedure.