

# Complaints and Grievances Policy



**Policy Relevant to:** All Staff

**Last Reviewed:** August 2019

**Next Review:** August 2022

**NQF Reference:** National Law section 172 (f)  
National Regulations 168, 173  
NQS 6, 7

## **Purpose:**

Adventure Patch welcomes each complaint/grievance as a means of improving its services, building open positive relationships between the service and its stakeholders.

Everyone has the right to a positive and sympathetic response to their concerns. Solutions will be sought to resolve all disputes, issues or concerns in a prompt and positive manner that recognises the importance of:

- Procedural fairness and natural justice.
- Ethical conduct.
- A service culture free from discrimination and harassment.
- The opportunity for review and further investigation.

All complaints and grievances will be dealt with in a prompt and confidential manner that:

- Is clear and transparent.
- Promotes procedural fairness, natural justice and positive conflict resolution.
- Encourages the development of harmonious partnerships.
- Is free from discrimination and harassment.
- Allows all a voice and values the opportunity for others to be heard.
- Ensures that conflicts and grievances are mediated fairly, allowing the opportunity for review and further investigation when needed.



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