



Native Title Services Victoria Ltd

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POLICIES AND PROCEDURES MANUAL

SECTION S: HANDLING OF COMPLAINTS

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Policy

A Complaints Register is a means by which parties dealing with NTSV may bring to the attention of NTSV issues they feel have not been dealt with appropriately. The Complaints Register provides an opportunity to receive and record feedback on the performance of NTSV and, if necessary, to remedy perceived poor practices. Only complaints in writing will be entered in the Register (emails will be regarded as satisfying this requirement).

Procedure

1. Handling of Complaints

NTSV will maintain a Complaints Register that incorporates the following: -

1. Date complaint received;
2. Name and address of person(s) lodging the complaint;
3. Nature of the complaint;
4. Resolution/outcome; and
5. Date complaint resolved.

All complaints will be in writing and addressed to the Chief Executive Officer (CEO).

On receipt of a written complaint the CEO will, within 5 working days, write to the originator of the complaint acknowledging receipt with a brief explanation of NTSV's action (if any) that will follow.

If there is a need for follow-up action, the CEO will:

1. Assign an NTSV staff member the task of investigating and reporting on the complaint; and
2. Determine a response date for the report.

A written report by the investigation officer will be forwarded to the CEO, who will in turn respond in writing to the originator of the complaint to explain how the matter has been dealt with and the reasons for NTSV's approach to the matter.

If the CEO determines that an NTSV staff member has behaved in a manner that justifies the complaint, the CEO will also determine what further action should occur – whether disciplinary action, counselling, formal warning or other action – and by whom the action should be taken.

If the complaint relates to the CEO then the CEO will brief NTSV's Board of the actions and outcomes of the complaint and the Board may determine that the Chairperson will respond in writing to the complainant.

2. Recording of Complaints

The Register will be maintained by the Company Secretary, who will monitor the handling of complaints and advise the CEO when he/she considers that a complaint relating to the CEO needs to be brought to the attention of the Board.

3. Notification of the Complaints Register

NTSV will publicise the existence of the Complaints Register by the following means:

- NTSV's website will refer to the existence of the Complaints Register. It will also provide advice on the means of lodging a complaint;
- The existence of the Complaints Register will be brought to the attention of claimants and any other interested parties as necessary, depending on the circumstances.