



## **COMPLIMENT AND COMPLAINT POLICY**

U3A PORT FAIRY is committed to the provision of quality service to our members and guests and regard complaints as an opportunity to improve practices and procedures as well as resolve the matter.

This Policy aims to provide a fair, consistent process for our members or guests if they are dissatisfied with an action, decision or service. It also covers the management of compliments. Lessons learnt from feedback, as well as complaint investigations, will be used to directly inform service improvements.

Formal complaints will be handled in a manner that is consistent with the grievance Procedures outlined in the Model Rules adopted by U3A Port Fairy.

### ***Making a Complaint or Compliment***

If you do have a complaint, we recommend you talk to someone as soon as the situation arises. Most concerns can be solved by talking to a U3A Course Leader or Committee member, who can and can respond to your concerns promptly

We welcome compliments and will pass these on to the relevant person/s or organisation.

We will endeavour to respond to informal complaints and compliments made verbally in a supportive and efficient manner, however any formal complaint should be made in writing to the President or Secretary of U3A Port Fairy.

### ***Steps in Handling a Complaint***

The following steps will be followed by the U3A Port Fairy Committee of Management to ensure complaints are dealt with efficiently and effectively:

- 1) Acknowledge complaints promptly.
- 2) Assess the complaint - simple problems may not need to be investigated.
- 3) Plan the investigation where one is warranted.
- 4) Investigate the complaint.
- 5) Respond to the complainant with a clear decision.
- 6) Follow up any customer service concerns.
- 7) Consider whether there are systemic issues which need correction.