**COMPLAINT HANDLING PROCEDURE**

HVFC have a duty to respond to all complaints and follow appropriate complaint handling procedures. HVFC should always endeavour to act in the best interests of all parties involved and respond to a complaint as quickly and effectively as possible. HVFC should manage all complaints fairly and effectively. All complaints must be documented and presented to the next committee meeting.
**Verbal Complaint**
The matter could be discussed with the President, Secretary or another official of the HVFC. This may provide the HVFC an opportunity to monitor the situation. A HVFC may request that a written complaint be lodged before they take any further action.
**Complaint by a child**Were a verbal complaint is made by a child to an adult then the adult is obliged to note and report the complaint. A complaint by a child should never be ignored. Complaints made by children must be directed to the child protection officer immediately who will act as the child’s representative.
**Official Complaint**
An official complaint should be in writing and addressed to the HVFC Secretary. The person who signs the complaint must be able to be identified and be contactable. It is important to note that the person being complained about will be informed of the complaint and may be provided with a copy of the complaint as it is their right to be notified of any complaint made against them. An unsigned complaint, anonymous complaint or a rumour cannot be acted upon.

Complaint Options

It is up to a complainant to decide if they wish to proceed with a complaint. If a person is unsure what to do then they may consider the following options:

**Do nothing**Consider what may happen if nothing is done.

**Direct Approach**Consider whether a committee member speaking to the person directly may resolve the matter. If the person knows about the concerns they may recognise the error of their ways and alter their behaviour. In most cases it is only fair that the person is provided with an opportunity to resolve the problem themselves.
**Seek mediation**
Mediation is where a HVFC official or another person may act as a mediator between to two parties involved. For example: If a parent is having a problem with a coach, a meeting may be arranged between the parent and the coach with a HVFC official acting as mediator. This way the problem can be discussed and resolved politely.

**Complaint Outcomes**

HVFC will manage all complaints fairly and effectively. If a complaint has been found to be valid and a breach of a HVFC or FNSW policy, it will be dealt with in accordance with the HVFC constitution and FNSW rules. All complaints will be responded to in writing by HVFC