

# Complaints Management Policy

## Policy

Parents, children, staff, volunteers and community members may from time to time have concerns or complaints that they wish addressed. MNA is open to receiving concerns and complaints with the view to improving the services provided and protecting the well-being of our community.

## Procedure – Identifying the scope of the policy

1. General complaints will be handled through the [Complaints Management Policy](#).
2. Bullying complaints or concerns will be handled as outlined in the [Behaviour Management Policy](#) and/or the [Bullying and Harassment Policy](#).
3. Matters to do with physical, sexual or emotional abuse are to be referred to the [Child Protection & Mandatory Reporting Policy](#). The procedure for reporting alleged abuse within MNA, its subsidiary organizations and MNA supported events is found in this policy.

## If the source of the complaint is a parent (or guardian):

1. Parents are encouraged to make their own decision about the appropriate member of staff or volunteer to whom their complaint should be made. If in doubt, however, the points below offer some guidance:
  - a. If the complaint is of a minor nature, please refer this to the event coordinator and both parties should act together to resolve the issue.
  - b. If a complaint is, in the opinion of the parent, of serious nature, the parent should make an appointment to the Chairman of the MNA Board who, together with the Board, is the final authority on matters concerning MNA approved events.
2. If the complaint is against the Event Coordinator, or member of an MNA sub committee, the matter should be referred directly to the Chairman of the MNA Board.
3. All instances of serious complaint shall be recorded including the issues and steps, which have been taken to resolve any complaints.
4. The Event Coordinator, or sub-committee member, may choose to interview children without parents being present.
5. MNA reserves the right to appoint an independent, external auditor if it feels this is required.

## If the source of the complaint is a child or parent:

1. Children/parents are encouraged to raise their complaint directly with the staff member or volunteer concerned. If the child or parent feels they cannot raise the complaint directly with the staff member or volunteer concerned, they may approach the Event Coordinator, Sub Committee chair, or other adults involved.
2. In the first instance, when a child or parent speaks to a staff member/volunteer/sub-committee chair directly, the child and volunteer/staff member should act to resolve a minor complaint to the satisfaction of both parties.

3. If the child or parent has made a complaint to another member of the event leadership group or sub-committee member concerning another staff member, and the complaint is not of a serious nature, the person involved is to work to resolve the issue between the child or parent and the staff member/volunteer/sub-committee coordinator.
4. If the matter is of a substantial nature, the matter should be referred to the MNA Board or their delegate either by the child or parent or volunteer whom the child or parent has spoken to.
5. If the complaint is against the Event coordinator or sub committee Chair then the matter should be referred directly to the Chairman of the MNA Board by the child, parent, volunteer or the staff member.
6. A record of the issues and steps taken to resolve the matters should be kept.

**If the complaint is from a staff member or child/parent or volunteer and it relates to an allegation of abuse within the school community.**

1. The person making the complaint should report directly to the Chairperson of MNA Board. If the complaint is about the MNA Chairperson, the person making the complaint should report to another MNA Board member.
2. The Chairman is to inform the MNA board prior to conducting an investigation.
3. If the complaint is about the MNA Chairperson, another Board member should be contacted who will conduct the investigation.
4. The investigation should be in accordance with the [Child Protection & Mandatory Policy](#).

**Version**

1.0

**Review**

Jan 2018 or as required