

CMCA HIGHWAY WANDERERS – COMPLAINTS POLICY

Purpose and Objective

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint management system is intended to enable us to respond to issues raised by members making complaints in a timely and cost-effective way

This policy provides guidance to our members who wish to make a complaint on the key principles and concepts of our complaint management system.

The objective of this policy is to ensure:

- That our members are aware of our complaint lodgement and handling processes;
- That our members understand our complaints handling process;
- That all complaints are investigated impartially;
- Reasonable steps are taken to actively protect your personal information; and
- Your complaint is considered on its merits taking into account individual circumstances and needs.

Definition of a complaint

For the purposes of this policy complaint means an expression of dissatisfaction by a member about a fellow member or a Highway Wanderer sanctioned event. It must not be vexatious.

How to make a complaint

If you have an issue with a fellow member you should, in the first instance, consider speaking directly with the member involved. If you are uncomfortable with doing this, or if your complaint is in relation to a Highway Wanderer activity you can lodge a complaint with the Executive Committee in one of the following ways:

- By emailing the President, Secretary of the Treasurer
- In person by speaking to any of the above members of the Executive Committee.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

What information you need to provide

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us to investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details,
- The nature of your complaint,
- Details of any steps you have already taken to resolve the complaint,
- Copies of any documentation which supports your complaint.

When you complain about a fellow member

If you complain about a fellow member, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will treat our member objectively by:

- informing them of any complaint about their performance,
- providing them with an opportunity to explain the circumstances,
- providing them with appropriate support,
- Updating them on the complaint investigation and the result.

Recording complaints

The following information regarding your complaint will be placed on file :

- Your name and contact details;
- All details of your complaint including the facts and the cause/s of your complaint;
- The outcome of any investigation;
- Any actions taken following the investigation of your complaint;
- We will also record all dates and times relating to actions taken to resolve the complaint;
- All communications between you, any other member involved and the Executive Committee.

Feedback

We are committed to resolving your issues at the first point of contact, however this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within one (1) week, and keep you informed of the progress of your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

Complaints under investigation by CMCA

If your complaint is currently being investigated by CMCA NHQ, we may cease to take further action in relation to your complaint pending finalisation of their investigation.

Our complaint escalation process

If you are satisfied with our proposed decision or actions, we will close your complaint and record the findings. However, if you are not satisfied with our proposed decision or actions, we will record this, and provide you with information on how to escalate your complaint, to the CMCA