

COMPLAINTS POLICY AND PROCEDURE

Skunkworks Community Limited (Skunkworks) is committed to ensuring that any person or organisation using services provided by Skunkworks or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the Skunkworks website.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice

OUR COMMITMENT

If you make a complaint to Skunkworks, you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

PROCEDURES MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing, email or verbally to:

- the staff member or volunteer they were dealing with at the time, unless you are making a complaint about this person
- the Directors of Skunkworks
- the Company Secretary

If the complaint is about:

- a product or service delivered by Skunkworks; the complaint will normally be dealt with by the relevant manager
- a staff member or volunteer, the complaint will normally be dealt with by the Directors and/or Company Secretary and/or other official appointed by the Directors;
- a director of Skunkworks, the complaint will normally be dealt with by the Company Secretary
- the Company Secretary, the complaint will normally be dealt with by the other Directors of Skunkworks
- Internal complaints, where a staff member or volunteer makes a complaint concerning another staff member or volunteer, will be dealt with by the Directors of Skunkworks.

Written complaints may be sent to:

- the Skunkworks registered office – 2 Hassett Ave Canterbury 3126;
- via email to complaints.skunkworks@gmail.com

PROCEDURE FOR COMPLAINTS MANAGEMENT

The person managing the complaint will be responsible for:

1. Registering the complaint:
 - a. registering the complaint in the Skunkworks complaints register
 - b. informing the complainant that their complaint has been received and providing them with information about the process and time frame
2. Investigating the complaint:
 - a. examining the complaint within 5 working days of the complaint being received
 - b. informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:
 - a. making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
 - b. Informing the complainant of the outcome and any options for further action if required
4. What if I am unhappy with the resolution?
 - a. If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Ombudsman in your state. The Ombudsman's office will determine if it has the power to investigate your complaint.

RECORD KEEPING

A register of complaints will be kept by Skunkworks. The register will be maintained by the General Manager Corporate Services and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by Skunkworks in connection with any complaints will be kept for 7 years.

The complaints register and files will be confidential and access is restricted to the General Manager Corporate Services, the Chief Operating Officer, the Chief Executive and the President.

RELATED POLICIES

- [Whistleblower Policy](#)
- [VSYBB Code of Conduct](#)
- [Child Safety Code of Conduct](#)
- [Dispute resolution procedure in the Skunkworks Constitution \(members only\)](#)