

Grievances and complaints policy

Policy Adopted	November 2016
Updated	November 2020, November 2023
Review date	November 2026

Policy statement

CAUTHE accepts that people have the right to voice their concerns about its conduct or actions. This grievances and complaints procedure is designed to address formal complaints received by CAUTHE, about CAUTHE.

This procedure should not be seen as a substitute for the informal resolution of minor grievances and complaints which may occur between parties. It is expected that every effort will be made to address and resolve concerns as they arise to minimise the need for a formal complaint.

CAUTHE will ensure that all members are aware of this grievances and complaints procedure by making it easily available on the CAUTHE website, and the Executive committee will deal with complaints quickly, fairly and effectively. CAUTHE will endeavour to continuously improve the quality of the organisation's service as a result of complaints which are received.

This procedure is designed to deal with grievances and complaints arising from the relationship between CAUTHE and its members or volunteers. Where specific contracts or agreements are in place (e.g. employment contract, contract for service, volunteer agreement), any complain shall be dealt with as prescribed in that document. This policy is also not intended to be used for internal complaints in member organisations.

Procedure to resolve grievances and complaints

Notice

Any member or volunteer wishing to make a formal complaint should submit the details in writing, to the Chair, within 30 days of the occurrence causing the complaint. Such complaint shall be acknowledged in writing and a copy of this procedure sent to the complainant, within five days of receipt of the complaint.

If the complaint refers to the Chair then they will be removed from the process and the First Vice Chair will handle the complaint.

Preliminary investigation

A preliminary investigation will be undertaken by the Chair (or First Vice Chair). The outcome of this preliminary investigation will be made known within 14 days of the receipt of the complaint e.g. hearing, complaint dismissal.

Hearing

Should there be a case for a hearing, the written complaint and findings from the preliminary investigation will be forwarded to the Complaints Committee (see below) within 14 days of the completion of the Preliminary investigation.

Complaints Committee

The Hearing will comprise of at least three members of the Executive Committee (Chaired by the CAUTHE Chair, or delegate), called the Complaints Committee.

Representation

Any party involved in the complaint shall be given the opportunity to be present and to speak at the hearing. The complainant may bring a representative or support person who may also speak.

Findings

The Complaints Committee shall report their findings and conclusions, in writing to the parties involved within 14 days of the Complaints Committee meeting, with their recommended course of action. The findings of the committee are final and non-appealable.

Costs

Each party shall bear their own costs in relation to personal support for any complaints procedure.

Follow-up procedures

Should the complaint or any part of it be found to be justified, CAUTHE will act upon the recommendation of the Complaints Committee.

It is also important to note that CAUTHE's internal management is required to be governed by provisions of the Constitution ([Objects and Rules](#)).

Dispute resolution may include exercising power in conformity with items:

- 9A Resolution of internal disputes
- 10 Disciplining of members
- 11 Right of appeal of disciplined member