Complaints and Feedback Policy

RCGI-POL-006 | Version 1.0 | Approved by the Management Committee

Prepared: November 2026 | Next review: November 2027

Purpose

Provide accessible, fair and timely handling of complaints and feedback.

Scope

Applies to committee members, volunteers, employees (if any), contractors and participants, as relevant to their roles and activities.

Policy

Anyone may raise a concern without retaliation. Complaints are handled impartially, confidentially as far as practicable, and with procedural fairness. Anonymous reports are considered where sufficient information is available.

Implementation

Acknowledge complaints where contact details are available; assess urgency and conflicts; appoint an impartial reviewer; allow relevant parties to respond; communicate outcomes and review options; record actions securely. Refer serious safety or criminal matters to appropriate authorities. Constitutional disputes follow the constitution.

Responsibilities and reporting

The Management Committee oversees implementation and review. Activity leaders communicate requirements and address risks. Everyone is expected to comply and report concerns to the Secretary at secretary@ravenswoodcommunitygroup.org.au, or to another committee member if there is a conflict. Reports will be handled fairly, with restricted access to records and no retaliation. External reporting rights remain available.

Related legislation and guidance

Associations Incorporation Act 2015 (WA); RCGI Constitution; applicable safety and discrimination legislation.