

### **Complaints and Appeals**

#### ***Complaints and appeals policy***

The complaints and appeals policy of GCA shall ensure that all complaints are dealt with in a constructive, respectful and timely manner.

All complaints and appeals shall be reported in the monthly management meeting. 'GCA feedback forms' or other correspondences containing any relevant complaints or grievances shall be tabled at monthly meetings detailing the recommended actions required to arrive at satisfactory resolution of each complaint and grievance.

#### ***Complaints and appeals procedures***

Team members' actions:

- Upon receiving a complaint, all GCA team members shall advise the complainant that their complaint will be reported to the next management meeting, regardless of the team member's perception of the importance of their complaint.
- The team member must also advise the complainant that their complaint, if not satisfactorily answered by the management meeting and its representative, may result in a request for an 'independent adjudicator'.
- The team member shall raise a GCA feedback form to identify the complainants' grievance in an accurate manner, providing the same to the next scheduled management meeting.

#### ***CEO / Management meeting actions:***

On receiving a GCA feedback form detailing a grievance, the CEO or management meeting shall discuss the nature of the complaint and the appropriate course of action to satisfy the complainant's grievance.

- The CEO or endorsed representative shall complete the GCA feedback form recording the proposed solution and advise the complainant of the proposed solution.
- The advice to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- In the event of the complainant reporting that they are dissatisfied with the proposed solution the CEO, endorsed representative or management meeting shall advise the complainant that an independent adjudicator shall be sought to consider the nature of the complaint and a possible further resolution.
- The selection of an independent adjudicator shall be managed by the CEO, endorsed representative or management meeting and be by mutual agreement with the complainant.
- All independent adjudicator outcomes will be reported to the next scheduled management meeting documented within the minutes and filed for future reference.
- All independent adjudicator outcomes will be communicated to the complainant in a timely manner.

#### ***Independent adjudicator***

On the receipt of the original GCA feedback form and an independent adjudicator form, the Independent adjudicator shall contact the complainant to arrange a satisfactory time to meet and discuss the grievance in question.

The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing to the next scheduled meeting of GCA management.

There shall be no fee for service provided to the independent adjudicator except where travel or office expenses are encountered.

### Complaints and appeals flowchart

