



Nambour Community Centre Inc.

PO Box 1024, Nambour QLD 4560
2 Shearer Street
Nambour

Phone: (07)5441-4724

Email: reception@nambourcc.org

Website: www.nambourcc.org

Grievance Procedure for Members of the Community and Participants

Any person or group involved with Nambour Community Centre has the right to give feedback or make a complaint without fear of retribution. Nambour Community Centre welcomes feedback as one way to improve the organization.

Methods of complaint

There are several ways participants may chose to make a complaint to the organisation:

- Verbal – face to face or by phone
- Written – formal letter, e-mail, through social media or website.
- Through a third party such as a government department.

Anonymous complaints

Some people may wish to remain anonymous in making their complaint. This will be respected and not affect the seriousness of investigating the complaint. However in order for the matter to be fully responded to it will be necessary at some point for conversations to happen between the complainant and either a member of the Nambour Community Centre or a third party intermediary.

Responding to complaints

All complaints will be treated confidentially and every effort will be made to resolve them in a timely fashion, (acknowledging receipt of the complaint within 48 hours of receiving it), using the following process:

Grievance Process

1. Talk it over with the worker with whom you have the grievance. This may help to clarify things before you take it further.
2. If you are unsatisfied with the situation, or feel you cannot take the matter up with the worker concerned, and then talk it over with the Centre Coordinator.

Mark Wischnat

P 5441 4724

E coordinator@nambourcc.org

3. If the matter still remains unresolved, then address your grievance in writing to the Chairperson of the Nambour Community Centre Management Committee.

Lawrence Seiuli – Chairperson

Nambour Community Centre

PO Box 1042

Nambour Q 4560

Contact via 5441 4724

Should the Management Committee not address the grievance satisfactorily, then independent, non legal mediation can occur through the Dispute Resolution Branch of the Department of Justice and Attorney General provided willingness exists to resolve the matter from both parties.

Dispute Resolution Branch

Floor 1, Brisbane Magistrates Court

363 George Street, Brisbane

GPO Box 149

Brisbane Qld 4001

Toll free outside Brisbane 1800 017 288

<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/>

Alternatively you can contact the Department of Communities, Child Safety and Disability Services.

Department of Communities, Child Safety and Disability Services

Contract Management Team

Maroochydore, North Coast Region

5252 7291.

Responding to Complaints that are made through a Third Party.

As outlined above, all complaints will be treated confidentially and every effort will be made to resolve them in a timely fashion. Third party complaints may have additional complexity as the third party agency may determine the process through which the complaint will be responded to.

On receipt of a third party complaint or grievance, Nambour Community Centre will nominate a staff member to act as the point of contact for the management of the complaint or grievance.

Withdrawing a Grievance Complaint

The complainant may withdraw the grievance complaint at any time through written notification.

If during any stage of the grievance process it appears that there is evidence that a criminal or legal offence may have been occurred the matter will be referred to the Queensland police.

Additional information is available on the website about how to give feedback or make a complaint – www.nambourcc.org/about-us/

Moved By:	Seconded By:	Date Authorised by MC
See 13 march 2017 committee minutes	See 13 march 2017 committee minutes	13 March 2017
Date to be Reviewed:	Date of Actual Review	
June 2018		