

## Complaints Policy for Board Members

The board and staff of Deaf Australia take very seriously complaints against members of the board. Complaints made against a board member of Deaf Australia should be referred to either the CEO or Chairperson. In the Complaints Policy, a complaint is defined as:

'...AN EXPRESSION OF UNHAPPINESS BY A PERSON OR GROUP OF PEOPLE ABOUT INFORMATION WE PROVIDE AND CAMPAIGNS WE ARE WORKING ON.'

The CEO, Chairperson or delegate will advise the person about whom a complaint is being made of the notification, the nature of the complaint and that an investigation of the complaint will proceed. The CEO, Chairperson or an approved delegate, will firstly attempt to resolve the issue to the satisfaction of the complainant.

If the matter remains unresolved, the CEO, Chairperson or delegate will raise the matter at the next Board meeting. Depending on the seriousness of the complaint, the Board may deal with the matter at this board meeting by determining appropriate action to resolve the issue to the satisfaction of the aggrieved party and the board member.

### **The decision process will include consideration of the following:**

- Does the complaint constitute a 'complaint' as defined in this Policy?
- Does it relate to a breach of Deaf Australia's policies and procedures and/or the Code of Conduct?
- Is there enough information to investigate?
- Does this have implications on one's physical health, mental health or safety?
- Does this have a significant impact on an individual, the public or Deaf Australia as an organisation?
- If left unaddressed, would this have the potential to escalate?
- Is this complaint vexatious?

The person responsible for handling the complaint process will make the best judgment and final decision giving due consideration to the welfare of those involved, as well as Deaf Australia's commitment to its guiding principles, accountability and transparency.

If a formal investigation is required, it will follow the six-point process as outlined in the Complaints Policy. If a formal investigation is not required, the person handling the complaint process will inform the complainant of the outcome via an appropriate means of correspondence (such as sms, email or post).