



Grievances and Complaints Policy

Nguni Australia Pty Ltd

ACN 670016323

Revised 2023

Purpose

To ensure that all members, staff, volunteers and associates of Nguni Australia understand how grievances and complaints can be raised, and to ensure that they are dealt with in a prompt and equitable way.

Nguni Australia is committed to continually improving the products and services we provide by welcoming feedback from members and our community. We want to ensure that any person or organisation using our services or affected by our operations, has the right to lodge a complaint or to appeal a decision of the organisation.

We value your feedback and commit to resolving issues quickly, fairly, efficiently and with courtesy. Your rights to confidentiality, access, equity, and transparency shall be maintained throughout the complaints handling process.

The intent of this policy is to communicate and document a complaints and appeals management process that:

- provides a means for receiving complaints or feedback
- encourages the reporting of complaints and issues
- is easily accessed and practical
- is understood by our members and other stakeholders
- meets the requirements of our business in alignment with our products and services
- provides for a fair, equitable and timely response
- is in compliance with regulatory and legislative requirements.

Policy

It is recognised that people associated with Nguni Australia will from time to time have grievances or complaints that need to be resolved in the interest of maintaining good relationships. Nguni Australia believes that:

Members have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect.

The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing.

A member making a complaint or airing a grievance will not be disadvantaged in anyway as a direct result.

Where a formal complaint is received by Nguni Australia, it will be considered in a timely and confidential manner and documented together with the steps towards resolution.

Procedure

Steps to making a complaint and/or achieving resolution:

Speak to the individual causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions.

Speak to Nguni Australia's President, Vice-President, or Secretary for advice on possible solutions and/or intervention.

Make a formal complaint in writing to Nguni Australia, via email.

Seeking Resolution

Where issues cannot be resolved informally, a complaints process is adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to Nguni Australia, either via email or post.

Once a formal complaint is received it will be referred to the President (unless the complaint directly concerns the President) for discussion and recording.

Contact will be made with the complainant within 7 days of the receipt of the complaint.

If another party is involved, they will be informed of the complaint details and a meeting will be established between the parties with a selected mediator.

If the grievance is substantiated and unresolved the matter will be referred to the next Directors Meeting or if deemed more urgent, an Urgent Meeting will be called. This may also involve the parties concerned.

The complainant and respondent will be informed of a decision in writing.

Confidentiality

Confidentiality is critical to help ensure all concerns and complaints are reviewed and (as appropriate) investigated objectively and fairly to everyone involved. Please know that all concerns and complaints are important to us; however, depending on the nature and complexity of the issue, it will take time to evaluate the concern. Subject to all laws and policies, we will keep you apprised of developments. Please know that in some circumstances we may not be able to share with you the resolution or specific actions taken by Nguni Australia.

Anonymous Complaints

Please know that all complaints are reviewed and handled with care and concern. If a concern is reported anonymously, it will be reviewed to the extent possible. However, anonymous complaints may affect Nguni Australia's ability to investigate and respond effectively.

No Retaliation

No one may be discouraged from notifying Nguni Australia of any complaint or concern. If you believe that you or anyone that has filed a claim is receiving any type of negative treatment as a result of notifying Nguni Australia of a concern, please notify the President or Secretary immediately.

Conflicts of Interest

Please know that your concerns will only be shared with the individuals that need to know about the issue in order to appropriately and adequately review and investigate the concern. In the event your concern involves an individual that would typically be involved or made aware of such a concern, please know that Nguni Australia will take all reasonable steps to avoid any conflicts of interest. We have processes in place to allow alternate individuals evaluate the concern when potential conflicts of interest arise.

Timing

Each concern and complaint are unique and important to us. Therefore, it is impossible to provide a specific timeline for resolution of all complaints and concerns. However, Nguni Australia will begin its review and investigation process usually within three (3) business days of receiving the complaint or concern. Depending on the number of individuals involved and complexity, the investigation can take on average up to 4 weeks.

Lodging an Appeal

Complainants may lodge an appeal if they disagree with a decision made by the organisation. An appeal should be made in writing and submitted to the Directors of Nguni Australia.

Record Keeping

A complaints register shall be maintained by the business and kept for a minimum of 7 years after the complaint has been made. The register will be maintained within our records management system and will record the following for each complaint or appeal:

name and contact details of the complainant

details of the complaint

actions taken

date submitted and date closed.

All correspondence shall be maintained in our records management system. Information shall be treated as confidential and access restricted.

Continuous Improvement of the Complaints Management System

The complaints management policy and process shall be reviewed and evaluated every year when management conducts its annual review of our quality system. This will include:

review of the Complaints Management System

corrective actions and improvement opportunities identified to improve the system forward plans to ensure continual improvement.

Review Details

This Policy was last reviewed on 10 August 2023



Nguni Australia

PRESIDENT: EDWIN ROUS
VICE- PRESIDENT: HENTIE MARTENS
SECRETARY: KC DECHUAD

☎ 0482839288

🌐 WWW.NGUNI.AU

✉ NGUNI.AUSTRALIA@GMAIL.COM

📍 AUSTRALIA

📘 [NGUNI AUSTRALIA](#) 📷 [NGUNI_AUSTRALIA](#)

