

COMPLAINTS POLICY

1 PURPOSE

The purpose of this policy is to provide a process for the resolution of concerns and complaints, under the following guiding principles.

- It is important that all complaints are dealt with in a sensitive, fair, expeditious and professional manner
- An impartial and consistent approach is essential to ensure parity and uniformity in complaint resolution
- Documentation of all complaints and their resolution will be recorded on the complaint register
- An appeal process will be accessible to all complainants
- There will be periodic reviews to enable continual improvement of policies and procedures
- Any complainant has the right to seek independent advice and/or representation under this policy.

2 ORGANISATIONAL SCOPE

This is a MITO-wide policy.

3 POLICY

MITO is committed to providing the best possible support and services to our clients.

MITO is dedicated to a fair, consistent and expeditious complaint resolution process which guarantees the privacy and confidentiality of all parties.

MITO will endeavour to reach a satisfactory resolution for all parties.

A central complaint register will be held at MITO documenting all complaints, appeals and their resolution.

MITO will provide an appeal process whereby the complaint can be accelerated to Board level.

A review of the complaint policy and procedures will be held annually.

4 PROCEDURES

4.1 Verbal complaints

Where appropriate, verbal complaints will be dealt with at source. However, if unable to be resolved the complainant must be given the option of taking the issue further with the Chief Executive (or their agent). At this stage, the procedure outlined for written complaints must be followed.

4.2 Written complaints

It is the responsibility of any team member who receives a written complaint to direct the complaint immediately to the Chief Executive. The Chief Executive, at their sole discretion, may delegate an agent to deal with the complaint.

A written acknowledgement will be made within 3 working days of receiving the complaint.

If deemed appropriate phone contact may be initiated by the Chief Executive (or their agent) to elicit further information, as required.

A full review of all aspects of the complaint will commence within 5 working days of receiving the complaint.

The final outcome of the review will be made and communicated no later than 15 working days of receiving the complaint.

If there is any deviation from the stipulated timeframes, the Chief Executive (or their agent) will keep the complainant fully informed of progress (verbally and in writing) and negotiate a revised timeframe.

Where the complaint involves MITO team members, those team members will be offered external support and advice, and, if deemed appropriate, the opportunity to be relieved of their duties during any impending investigation.

4.3 Reporting/monitoring

All written formal complaints, including the agreed resolution, will be recorded on the complaint register by the Chief Executive (or their agent).

The senior leadership team will review the complaint register on a quarterly basis, identifying specific areas of improvement for their respective areas.

Any recommended changes in policies as a result of these quarterly reviews, will be documented in the Board report published within one month of each quarterly review.

The MITO Board of Directors will have access to the complaint register and may request to view the register at any time.

4.4 Appeal process

Any complainant not satisfied with the complaint resolution can request an appeal.

Written appeals should be lodged within 14 working days and directed to the Chair of the MITO Board.

Any appeals will be referred to the next scheduled Board meeting.

The Chair of the Board will convey the final decision of the Board to the complainant within five working days of the Board meeting.

5 AUTHORITY

The Chief Executive (or their agent) will be responsible for administering and overseeing the complaint register for MITO.

6 REVIEW

This policy will be reviewed on an annual basis by the MITO Board of Directors at the first meeting of each calendar year.