

Complaints Policy

Board Approval Date: 18 March 2014

Revision Date: 3 March 2014

Big Brothers Big Sisters of Christchurch will facilitate in a respectful manner, the fair and efficient resolution of any concerns or complaints which arise involving staff, mentors, young persons, schools and/or families.

Concerns or complaints should be in writing and should clearly explain the nature of the concern or complaint.

Concerns or complaints should be raised with the appropriate BBBS staff in the first instance.

Each concern or complaint will be dealt with as close to its source as possible.

The Board is responsible for handling concerns or complaints about the Manager and complaints which the Manager has investigated and deems serious.

The principles of natural justice will be followed.

Parties will be kept informed of any outcomes.

BBBS will endeavour to address and deal with any concern or complaint in a timely manner.

Records will be kept of all complaints received.