

Uralla Wordsworth Inc. Complaint Handling Policy

Principles

Good complaint handling is a necessary part of self-regulation. Listening to and responding to complaints – and taking action when warranted – is important for both accountability and continuous quality improvement. All complaints have the potential to escalate if they are not dealt with appropriately.

1.1 Procedures are to be interpreted having regard to recognised standards of objective complaint handling: fairness, accessibility, responsiveness, efficiency, and integration within the core activities of the association.

1.2 The Uralla Wordsworth Inc. Inc. will apply the following criteria in determining proportionate complaint handling:

1.2.1 seriousness of the matter;

1.2.2 likelihood of harm;

1.2.3 potential to mislead;

1.2.4 proximity of person raising the matter to the substance of the matter;

1.2.5 scale of audience response; and

1.2.6 degree of risk of damage to public trust and confidence in the Uralla Wordsworth Inc..

1.3 Where practicable and warranted, the Uralla Wordsworth Inc. Inc. will endeavour to resolve complaints. A complaint is resolved where the division takes steps to remedy the cause of complaint usually prior to or within 30 days of the Uralla Wordsworth Inc. receiving the complaint, and the steps are considered by Audience and Consumer Affairs to be appropriate such that further processes to uphold, partly uphold or not uphold the complaint would add nothing of substance.

1.4 The Uralla Wordsworth Inc. seeks to deal with complaints as quickly as possible and aims to respond within 30 days of receipt. Due to the complexity of some complaints and the availability of members, some complaints may take longer to finalise.

1.5 These Procedures are subject to the discretion of the Uralla Wordsworth Inc. Public Officer, to intervene and determine any matter at any time by any process the Public Officer thinks fit.

1.6 Where, after applying the proportionality criteria in Section 1.2, particular complaints are assessed as urgent, these complaints may be fast-tracked to ensure a response is finalised within 30 days. This may involve the provision of additional resources; the use of a streamlined process or any other appropriate measures.

1.7 The Uralla Wordsworth Inc. is committed to respecting the confidentiality of complaints. However, where the complainant is an organisation, or a complaint is a matter of public record, the Uralla Wordsworth Inc. may elect to make the identity of the complainant and the Uralla Wordsworth Inc.'s response publicly available.

2.1 Authorised Decision-maker is the Public Officer

2.2 What is a complaint?

Written complaint

2.3.1 A written complaint is made in writing and lodged with the Uralla Wordsworth Inc. by letter, email or web form submission. It does not include comments and other user-generated content posted to discussion boards or other interactive services.

Editorial complaint

2.3.2 An editorial complaint is a written complaint about one or more specific items of Uralla Wordsworth Inc. content, in most instances content that has already been broadcast or published by the Uralla Wordsworth Inc., alleging a breach of the Uralla Wordsworth Inc.'s editorial standards as expressed in the Uralla Wordsworth Inc. Editorial Principles, and with an expectation of a response. The complaint need not refer specifically to the Uralla Wordsworth Inc. Editorial Principles, or use the language of those standards to be considered an editorial complaint.

3 Termination of correspondence

3.1 Frivolous, vexatious, not in good faith

3.1.1 In cases where a complainant repeatedly submits complaints which are frivolous, vexatious or not made in good faith, it may be appropriate to consider terminating all correspondence. Decisions to terminate correspondence on this basis may only be made by the Public Officer and the a minimum of 2 Editors, in consultation with one another.

3.1.2 If a decision is made to terminate correspondence, the Public Officer will write a letter to the complainant advising of the decision and stating the reasons it was made.

3.2 Unable to satisfy complainant after reasonable efforts

3.2.1 The Uralla Wordsworth Inc. will also consider terminating correspondence with a complainant on a particular issue in cases where the Uralla Wordsworth Inc. has clearly been unable to satisfy a complainant, despite reasonable efforts having been made. The correspondent should be advised that the Uralla Wordsworth Inc. will not continue to engage in correspondence on that particular matter. However, complaints about new issues should be considered and a response provided where appropriate.