



**Threatened Plants**  
TASMANIA

## **Threatened Plants Tasmania Complaints Handling Policy**

### **Introduction:**

This policy is intended to ensure that TPT handles complaints fairly, efficiently and effectively.

This policy outlines the key principles and concepts of our complaint management system, and therefore provides guidance to Committee members and to other persons who wish to make a complaint.

This policy will be available for anyone to access from our website.

### **Policy statement:**

We are committed to seeking and receiving feedback and complaints about our practices, systems procedures, and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

### **Process:**

1. We will acknowledge receipt of a complaint promptly. We aim to acknowledge any complaint within 5 days, however, as we are a small volunteer-led organisation, this time-frame may not be met in all instances.
2. After acknowledging receipt of the complaint, we will confirm whether the issue/s raised is/are within our control. We will also consider the outcome/s sought by the complainant and where there is more than one issue raised, determine whether each issue needs to be separately addressed.
3. When determining how a complaint will be managed, we will consider:
  - how serious, complicated or urgent the complaint is
  - whether the complaint raise concerns about people's health and safety
  - how the person making the complaint is being affected
  - the risks involved if resolution of the complaint is delayed, and
  - whether a resolution requires the involvement of other organisations.

4. Where appropriate, we will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.
5. We will keep records about:
  - how we managed the complaint
  - the outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decision made on those recommendations), and
  - any outstanding actions to be followed up, including analysing any underlying or root causes.

## **Review**

This policy will be reviewed as required, and at least once every five years.

## **Last Revision**

06/04/2025