



Complaints Management Policy

Approved by the EREA Board 10 December 2013

- Rationale:** EREA is committed to resolving conflicts resulting from complaints and grievances. A professional response to complaints and matters involving concern provides opportunity for improving service, promoting understanding, agreement and preventing further problems. It seeks to ensure the most just outcome.
- Principles:** This policy is in accord with the EREA Charter and underpinned by EREA core values. A non-judgemental and non-adversarial, restorative approach will be taken to resolving complaints and grievances. Where such an approach does not result in a clear outcome, procedures are in place to ensure any matter is brought to resolution.
- Policy Statement:** EREA requires that all complaints are dealt with in a timely manner so that all parties are assured of a fair process, a just outcome and respect for the right of the individual who makes a complaint is maintained.
- Key Responsibilities:** The Executive Director will oversee the process for the development and implementation of complaint management procedures.
- Review:** Consideration will be given every 2 years to determine if this policy requires review earlier than 2017.
- Related Information:** The EREA Complaints Management Procedures