

BASP Complaints Procedure

Introduction

BASP aims to provide constructive assistance to people seeking asylum within the resources available. If people seeking asylum or volunteers are dissatisfied with their experience, this procedure outlines the process for making and responding to a complaint.

Complaints are to be handled with respect and can be useful in identifying areas of improvement for BASP.

Complaint Handling.

In most situations a complaint will be handled by a coordinator who will:

- listen to the issues raised and acknowledge the concern
- record the date, issue and action taken or planned
- investigate the issue if this is warranted and take necessary action
- provide feedback on the outcome of the investigation in the agreed timeframe.

If the concern is regarding a coordinator, it is recommended that this be taken up with the other coordinator in the first instance, if possible. If not and if this, or any relevant issue is not resolved to the satisfaction of the complainant, the matter can be escalated to the Chair of the BASP Board, Julie Francis via email, chair@basp.org.au

If this does not resolve the matter, further avenues of complaints include:

Victorian Ombudsman

Health Services Commissioner

Victorian Equal Rights and Equal Opportunity Commissioner

Review Process

Coordinators will review complaints received, recorded, and actioned and report to the Board as indicated and at least annually.