

Complaints Policy

SeniorNet Nelson will provide a quality service to its members and to the participants in the courses it offers. SeniorNet Nelson will work to minimise the possibility of complaints.

However, SeniorNet Nelson recognises that complaints may arise and will attempt to resolve any complaints in a fair and timely fashion.

It is expected that complaints should be resolved by tutors, and where that is not possible, by the Society committee.

Where SeniorNet Nelson cannot resolve a complaint, it will request the SeniorNet Federation to help.

Complaints Procedure

Where a complaint is received by a tutor, the tutor should attempt to resolve the issue with the complainant.

If a member does not accept the tutor's resolution, it should be addressed to the SeniorNet Nelson Committee. .

The Committee should appoint a Committee member to record the nature of the complaint with the member. The complainant may choose to be supported by another person to communicate the concern.

The appointee should then report to the Committee whether the facts of the case have been established and whether the nature of the complaint reveals a breach of acceptable practice, and options for amelioration.

In the event that a complaint against SeniorNet Nelson or against another member has not been established, the Committee should advise the complainant in writing of their decision, and that they may take their complaint to the Federation if they so choose.

If the complaint is established as valid, the Committee should endeavor to repair any breach and apologise to the member as appropriate.

September 2012