

Customer Complaint Management Policy

1. Mission Statement

Building resilience through connection by creating opportunities for children, families and teachers to learn within nature.

2. Vision

Through our programs, **Educated by Nature** (the Company) aims to increase the mental, emotional and physical health of children and in doing so, foster stewardship and a deep love for the natural environment.

- Building the personal resilience of children, families and teachers through interaction within nature and community.
- Safeguarding the health of our natural world, forming strong relationships through natural learning.
- Revitalising community through childhood play, meeting instinctive needs for connection and childhood freedom.

3. Policy Scope

This policy applies to:

- Directors of the Company
- Customers and members of the public

4. Policy Statement

Educated by Nature is a social enterprise with a mission to connect families and schools with nature in order to build individual, community and environmental resilience.

We will ensure that all complaints are dealt with **promptly**, in an **uncomplicated** manner applying **procedural fairness** and appropriate **confidentiality**.

Our hope is that this complaint management process will lead to a positive experience and achieve a satisfactory outcome.

This policy should be read in conjunction with **Educated by Nature's** other relevant documents and policies as specified at the conclusion of this document.

This policy and subordinate documents will be valid for 3 years and reviewed within this period.

5. Version Control

| Version Number | Approval Date | Approved by | Amendment Details |
|----------------|---------------|-------------|-------------------|
| 1.0 | November 2017 | Directors | Created |
| | | | |

6. Convention: Making a Complaint

6.1. Preparation

Before making a complaint:

- Prepare notes so that you can be clear – include dates, times, names of people.
- Is it a complaint, a concern, a comment or suggestion?
- What is the outcome you are seeking that would make you feel the matter is resolved?
- Provide your name, telephone number and best time to contact you.

6.2. In Writing

- Concerns can be documented in a post program survey sent to all program participants.
- Written complaints can be sent to the Directors through the Contact Us page on www.educatedbynature.com or through admin@educatedbynature.com

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6.3. By Phone or in Person

- Speak to a staff member at our programs
- Telephone our office on 9389 4070

6.4. What happens next?

One of our Directors will contact you to discuss your concerns and work with you to resolve the issue.

- We will make our best effort to promptly make contact with the complainant and bring about a satisfactory resolution as quickly as possible
- We will make the complaint process uncomplicated with minimal involvement of forms: people, and bureaucracy.
- We will apply procedural fairness ensuring
- We will deal with the complaint and all people involved in a respectful and confidential manner.

7. Related

7.1 Related Documents

- Customer Complaint Management Procedure *Internal Use*

7.2 Authority

- *nil*

7.3 Resources

- Australian Human Rights Commission
- Equal Opportunity Commission WA