

COMPLAINT HANDLING POLICY

Policy number	1	Version	1
Drafted by	Julie Hanman & Harry Zhang	Approved by Board on	September 2026
Responsible person	Nicole Murray	Scheduled review date	July 2026

The Waterwheel Hub Inc is the committee of management that oversees the Yarra Valley Tourism Information Centre.

Purpose

The Waterwheel Hub Inc handles complaints fairly, respectfully and promptly. This policy outlines how complaints are received and resolved.

What is a complaint?

A complaint is dissatisfaction with Waterwheel Hub's services, people or processes where a response is expected.

Who this policy applies to

This policy applies to:

- Customers
- Visitors.

How to raise a complaint

Concerns should first be raised directly and respectfully, where appropriate.

If unresolved, raise the matter with a Waterwheel Hub Inc representative.

Complaints must be made in writing – waterwheelhubinc@gmail.com

How we handle complaints

When a complaint is received, Waterwheel Hub Inc will:

1. Listen

Listen respectfully and fairly.

2. Clarify

Confirm what happened, when, where and who was involved.

3. Assess

Decide seriousness and escalation need.

4. Record

Keep a factual record.

5. Hear all sides

Give relevant people a fair opportunity to respond.

6. Resolve

Take suitable action where possible.

7. Decide

Make a fair decision under relevant policies.

8. Communicate

Share the outcome and next steps where appropriate.

9. Follow up

Check agreed actions are completed.

Serious complaints

Serious complaints may require immediate action or escalation, including:

- safety or wellbeing;
- harassment or discrimination;
- serious misconduct;
- financial concerns;
- legal issues; or
- significant reputational risk.

These may be referred to the President, Committee, an independent person or external authority.

Fairness and confidentiality

Complaints will be handled fairly, respectfully and confidentially where possible.

No one will be treated unfairly for making a complaint.

If the complaint cannot be resolved

If unresolved internally, Waterwheel Hub Inc may use:

- an independent mediator;
- professional advice; or
- an appropriate external body

Key Principle

Raise concerns respectfully and through the right channel.

Waterwheel Hun Inc will focus on facts, fairness and respectful communication.