



Complaints and Feedback Policy

Policy Statement

Connect with Gather My Crew genuinely welcomes and encourages all platform users to provide feedback, complaints and suggestions; they are all valued and will help us to develop a better platform to meet community needs and deliver positive outcomes.

Purpose

This policy has been developed to ensure all **Connect with Gather My Crew** community members (including Referrers, Crew Members, Crew Leads and 'friends') feel confident of being able to make a complaint and give honest feedback about any aspect of their experience, in the knowledge that their comments and concerns will be considered and acted on promptly and effectively.

Connect with Gather My Crew is committed to maintain and continue to improve the quality of its services it provides to the community.

Scope

This Policy applies to every person using the **Connect with Gather My Crew** platform.

Gather My Crew CEO is responsible for the implementation this policy.

All complaints, comments and feedback relating to the **Connect with Gather My Crew** platform will be dealt with in accordance with this policy.

Complaints, comments, and feedback

Connect with Gather My Crew is committed to ensuring that all people using the platform are aware of how to make a complaint, including how to contact relevant external agencies. This will be provided on our website.

Connect with Gather My Crew will contribute to a culture where free expression of both complaints and positive feedback is encouraged.



All complaints will be taken seriously and addressed promptly. There is no time limit on making a complaint under this policy. However, in the interests of all addressing any complaints promptly, complaints should be made as early as possible after the issue arises. The person who has made a complaint will be contacted within 5 working days to discuss their concerns. We aim to investigate (where appropriate) and resolve all complaints within 10 working days.

If any allegations are made that involve criminal activity or serious incidents, **Connect with Gather My Crew** will support the person to report it and will not condone or hide criminal activity.

Connect with Gather My Crew may resolve complaints in any way it considers appropriate in the circumstances, having regard to the requirements of this policy.

Investigations

The privacy of everyone involved will always be protected and treated confidentially during the course of the investigation and resolution of complaints.

Connect with Gather My Crew will use its best endeavours to make sure people who have made complaints feel supported while their complaints are investigated, and will keep them informed about progress in the investigation and resolution of their complaint.

There may be a limited number of circumstances where it is not possible for **Connect with Gather My Crew** to maintain complete confidentiality of a complaint. For example, if a serious complaint or suspicion involves a person who is 16 or younger at the time of the incident, it may come under mandatory reporting laws and **Connect with Gather My Crew** would need to notify or disclose certain information to the policy or relevant external agencies.

Connect with Gather My Crew will use its best endeavours to ensure that no member of the **Connect with Gather My Crew** community experience negative consequences or disadvantage because of making a complaint or expressing their view.

Anonymous Complaints and Feedback



You may make a complaint or provide feedback on an anonymous basis. However, it may be difficult for **Connect with Gather My Crew** to take action to address anonymous complaints. If an anonymous complaint is received, it is at **Connect with Gather My Crew's** sole discretion whether any action will be taken in response to the complaint.

Reporting and recording

Records will be kept of all complaints and the actions that **Connect with Gather My Crew** take to address them.

Connect with Gather My Crew will monitor and analyse all complaints and will keep a Complaints Register to identify any patterns and to inform continuous improvement changes.

Positive feedback will only be used in promotion of **Connect with Gather My Crew** if the person has provided written consent for the use of that feedback for a specific period.