

External Complaints and Grievances Policy and Procedure

Policy Details

Policy Category:	Organisational Administration		
Created by:	CEO	Creation Date:	November 2013
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Purpose

The policy provides a framework for the prompt and fair resolution of complaints and grievances made by stakeholders other than staff concerning South Coastal Health and Community Services (SCHCS).

Definition/s

Complaints For the purpose of this policy, are those made by external people we support/stakeholders or community members.

Policy

- Complaints will be dealt with courteously, promptly and without bias.
- Complaints will be treated confidentially.
- Complaints will be resolved as close as possible to the point of origin of the complaint.
- Any complainant may approach the CEO directly.
- All parties will be given fair treatment.
- Only matters of fact will be dealt with.
- The making of a complaint will not cause disadvantage to the complainant.
- A complaint may be withdrawn at any time.
- Information regarding the process of making a complaint will be understandable and readily available.
- Anonymous complaints will not be considered.

Procedure

Who Can Use This Procedure?

This procedure is for anyone who comes into contact with staff and volunteers from the SCHCS. By anyone we mean service users – carers, practitioners, people with care needs, other voluntary groups, statutory agencies and any other member of the public.

You may have the assistance of a friend or someone else to help you with any or all of the stages of this complaints procedure. If you wish to follow this procedure and complain about an aspect of our service, this will NOT affect any services you receive, or wish to receive, from the SCHCS.

Stage 1

1.1 We hope that the majority of complaints can be resolved informally by speaking directly to the person or persons involved. This can be done either by telephone or in a face to face meeting. All complaints will be recorded at this stage on our feedback form.

If the complaint is resolved at this stage you will receive a letter outlining the issue and the decisions reached and agreed. If, however, informal resolution is not possible Stage 2 and 3 are available to support complainants. If it has not been possible to resolve your complaint at Stage 1 you should move to Stage 2.

Stage 2

2.1 If your complaint relates to the governance of the SCHCS you should write to the Board Chair of SCHCS, 4 Civic boulevard, Rockingham WA 6168

2.2 If your complaint relates to an operational policy you should write to the Chief Executive Officer, at the address above.

2.3 If your complaint is about a member of the SCHCS staff or a volunteer you should write to their line manager. If you are not sure of who that is contact the main office on 08 9550 0900 and speak to the Human Resource Officer in Finance who will give you that information. This request will be treated in confidence.

2.4 If your complaint is about a member of the SCHCS Board or the Chief Executive Officer you must write to The Board Chair who has been designated to handle complaints at this level. If the complaint involves The Chair, you should write to the Deputy Chair of the Board at the address above.

2.5 In 2.1- 2.4 above your letter will be acknowledged by the addressee within 3 working days of the date of receipt. If the addressee is on holiday or sick leave he or she will have ensured that arrangements are in place for complaints to be acknowledged. The Complaint will be recorded on our formal complaint log. Once the complaint has been acknowledged it will be fully investigated, by discussion with all individuals involved and a written response provided within 20 working days.

If this timeframe is delayed because of holiday or sick leave you will be informed when your complaint is acknowledged.

2.6 If you are not satisfied by the response at Stage 2 you should move to Stage 3.

Stage 3

At all times during this stage, you will be informed of the name of the person you should contact at the SCHCS.

3.1 If your complaint has related to the governance of the SCHCS you should write to the Board Chair of SCHCS, 4 Civic Boulevard, Rockingham WA 6168.

3.2 If your complaint has related to an operational policy you should write to the Chief Executive Officer at the address above.

3.3 If your complaint has been about a member of the SCHCS staff or a volunteer your complaint will be heard by the Chief Executive Officer. If the complaint is about the Chief Executive Officer you should write the Chairman of the Board at the address above.

3.4 If your complaint has been about a member of the Board or the Chief Executive your complaint will be heard by a small panel of 3 members of the Board (not including the designated trustee identified in 3.1-3.3 above). You should write to the Board Chair at the address above.

The Chairman of the Board will appoint the panel members and the panel will normally meet within 20 working days of your request. You will be notified in writing about the time and place of the meeting at least 10 days beforehand so that you may attend if you wish. A representative or advocate may accompany you.

The Review Panel will let you know its decisions and the reasons for those decisions in writing within 7 days.

3.5 In 3.1- 3.4 above your letter will be acknowledged by the addressee within 3 working days of the date of the receipt. If the addressee is on holiday or sick leave he or she will have ensured arrangements are in place for complaints to be acknowledged.

In 3.1, 3.2 and 3.3 once the complaint has been acknowledged it will be investigated, by discussion with all involved and a written response provided within 20 working days. If this timeframe is delayed because of holiday or sick leave you will be informed when your complaint is acknowledged.

This is the final stage in the complaints procedure, but this does not affect your right to contact Health and Disability Services Complaints Office at 469 Wellington Street, Perth WA 6000; Telephone (08) 655 17600; Free Call 1800 813 583.

You can also contact your local MP, any other authorities who fund the SCHCS, or the Australian Charities and Not for Profits Commission (which SCHCS is a member organisation)

Guidance Notes for Staff and Personnel

All line-managers, CEO and Board will maintain a record of complaints and grievances and these will be reviewed on a regular basis. The Board will receive information at their meetings on the number of complaints and grievances received in a quarter and information about the complaints.

Specific details which may identify individuals, be they complainant or staff, will be kept strictly confidential.

Outcomes

- Log –Complaint Register
- Complaint (applicable complaints) and Compliments transferred to column - Continuous Improvement Opportunities

Breaches

Breaches of policy are serious and may result in disciplinary action up to and including termination of employment.

Cross reference to relevant policy

Critical Incident Policy

Forms pertaining to this policy

Complaint and Compliment Feedback Form

6 Monthly Client Satisfaction eg. SurveyMonkey

Complaint Register

Client Welcome Pack – Outlining Policy and Procedure

Carer Welcome Pack – Outlining Policy and Procedure

Continuous Improvement Opportunities Register