

Complaints Policy



Purpose

To focus on service improvement, client satisfaction and be a fit for purpose organisation for exceeding best practice.

Definition

For the purpose of this and all other the organisation policies and procedures:

- a **complaint** or dispute is made by an external body, regarding dissatisfaction by a user of a service, to the service
- a **complainant** is any person or organisation making a complaint
- a **grievance** is made by an employee in regard to workplace-related issues (employment-related issues) - *Grievance Policy* on our intranet
- supported employees of our Australian Disability Enterprise (ADE) Program may require assistance to determine whether the complaint is a work-related matter (grievance) or service provision-related matter (complaint).

Lodging a complaint

A complaint can be made by an external body, client or representative by speaking to a member of staff or manager of the service either face to face or by phone, by writing a letter or email, or by using the contact up option on the organisational websites. The Management of Complaints Procedure provides full details of the process. We take these complaints seriously and will deal with them in line with dates in the table below.

The organisation Board of Directors and Executive is committed to handling complaints effectively and efficiently. This commitment is demonstrated through:

- the establishment, implementation and maintenance of a designated *Complaints Policy and supporting documents*
- appointment and training of a specific Complaints Officer in the organisation
- training of employees in treating all negative correspondence as a submission into the complaints system for action or identification
- ensuring that our complaints handling procedures are accessible to all service users and other external parties
- the support to ensure it is safe to provide constructive feedback, there will be no retribution, and concerns will be dealt with in a manner that is fair, accountable and transparent
- the implementation of management systems and reporting procedures to ensure timely and effective complaints handling and monitoring
- regular analysis of complaints received and the implementation of rectification action where there are identified opportunities to improve our internal systems and procedures are identified.

What is a complaint?

The term 'complaint' is used to refer collectively to any inquiry, comment or dispute raised by a person expressing dissatisfaction to particular circumstances or a situation related to our services. A person includes, but is not limited to, applicants, service users, tenants, suppliers, landlords, alliance partners and regulators. A person may be a natural person, an organisation, or a representative of an organisation.

Internal suggestions and complaints are not managed through this policy. They are managed through our online *Suggestion Box*, our internal *Grievance Policy* and/or *Equal Employment Opportunity (EEO) Policy* and *Bullying and Harassment Policy*.

If the query relates to suggestions that we can improve our service delivery then it should be logged as a complaint even though it may be considered more generally as constructive feedback.

Examples of dissatisfaction which will be managed through this policy include:

- poor quality services provided by an employee
- an allegation of discrimination or harassment
- poor behaviour by a contractor or sub-contractor (failing to clean up following maintenance)
- claims of poor or bad administration such as a loss of documents or misuse of information
- faulty maintenance work (where the failure to undertake maintenance work properly is the issue)
- a supplier complaining that their invoice has not been paid.

Examples of matters which are not considered to be complaints and will not be managed through this policy include:

- a standard property maintenance request (e.g. leaking tap, or fence repair)
- a complaint by one employee about the behaviour of another employee, refer to Grievance Policy.

It is the clients right to appeal an outcome if they believe that the complaint or request has not been dealt with to satisfaction. If this occurs the client will have the option to escalate within the organisation or to an external government advocacy agency. Please see our website www.mymomentum.org.au.

The information in the table below refers to the timelines we commit to in responding to complaints.

Actions for Complaints	Timelines for Action	Which Legislation/Standards
Enter into a Complaints System	Must be done within 2 business days	Applies to all processes.
Advise customer/Acknowledgement	Immediate email/face to face, 5 business days with letter	Applies to all legislation
Investigate and Complete	20 business days for this process, including outcome	Applies to all legislation
More in-depth investigations	More than 20 days, but complainant must be advised	Applies to all processes.

All complaints/feedback or other should be entered into the i.on my system for managing these requests in the first instance.

Last reviewed	July 2018
Review date	July 2020
Ratified by	Board
Person responsible	Chief Executive Officer
Version	V2.2

Policy context: This policy relates to

Legislation

Children and Young Persons (Care and Protection) Act (1998)
Children and Young Persons (Care and Protection) Regulation (2000)
Privacy Act 1988
Work Health and Safety Act 2011
Disability Services Act NSW 2006
Disability Inclusion Act QLD 2014
Anti-Discrimination Act NSW 1977
Anti-Discrimination Act QLD 1991
Fair Work Act 2009
National Disability Insurance Scheme Act 2013

Documentation

Documents related to this policy

Related Policies & Procedures: Legal and Contractual Compliance
 Management of Complaints Procedure
 Code of Conduct
 Child Protection
 Service Delivery
 Grievance