



## **MANAGEMENT OF COMPLAINTS AND GRIEVANCES POLICY**

### **PURPOSE:**

The purpose of this policy is to affirm the right of clients to make complaints and grievances and respond to complaints appropriately.

### **POLICY:**

- Breakaway Toowoomba Inc. acknowledges that all clients have the right:
- To make complaints and grievances without fear of retribution.
- To provide information about Complaints and Grievance Policy in a range of formats.
- To have access to support and assistance to make complaints and grievances.
- To report complaints and grievances to any member of Breakaway Toowoomba Inc or Management Committee member. The procedures of the Complaints and Grievance Policy are then to be followed.
- To report complaints and grievances outside of Breakaway Toowoomba Inc.

### **PROCEDURE:**

- Complaints/grievances lodged in writing by the Client, their Advocate or an External Body are to be forwarded onto the Executive Officer within twenty-four (24) hours.
- The Executive Officer is to acknowledge receipt of a complaint/grievance by the completion of the next working day.
- Each complaint/grievance will be entered in the Complaints Register by a designated staff member.
- The complainant will be offered assistance in determining which Breakaway Toowoomba Inc policy (if any) is at issue or has been contravened in terms of the complaint/grievance.
- Upon receipt of a complaint/grievance Breakaway Toowoomba will offer to facilitate linking the person with an independent advocate.

Reviewed 02<sup>nd</sup> November 2009

Ratified by Management Committee: 19<sup>th</sup> November 2009

Review Date November 2010

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- At any time in the complaint process the complainant may access one of the Management Committee designated Grievance Officers
- When a complaint/grievance is received by a support worker, the worker will report the complaint/grievance to the Supervisors/Executive Officer within twenty-four (24) hours. If the staff member has any conflict of interest, it must be reported at the same time.
- Where the complaint is about an existing policy the Executive Officer will be notified. The Executive Officer will ensure a review of the policy and advise the complainant of the outcome.
- Where the complaint is about process or procedure that contravenes existing policy, the Executive Officer or nominated officer will conduct an investigation and advise the complainant of outcome.
- Where the complaint/grievance is in an area where policy does not exist, the Executive Officer will be notified. The Executive Officer or nominated officer will review development of policy in this area and advise the complainant of the outcome.
- Breakaway Toowoomba will keep the complainant informed at all times and within mutually agreed timeframes.
- Breakaway Toowoomba Inc. will seek resolution that is mutually satisfactory to the complainant, Breakaway Toowoomba Inc. and relevant legislation.
- At any time during, prior to or after this procedure, the client may refer the matter to an independent party and advise the Executive Officer of their action.

#### **CLIENT COMPLAINTS AND GRIEVANCE LODGED BY STAFF**

- The staff member must report the complaint/grievance in writing to the supervisors as soon as possible or within one working day of receipt of written complaint/grievance.
- The supervisor's or the client's delegate which may include one of the Management Committee designated Grievance Officers will document and investigate the complaint/grievance within seven days of receipt of complaint/grievance.
- Once the staff member has followed the procedure of above 2 items the procedures in the Client Complaints and Grievance Policy should then be followed.

#### **RELEVANT DOCUMENTS/ACTS/POLICIES:**

- (1) Disability Service Standards
- (2) Queensland Disability Service Act 2006
- (3) Queensland Disability Standards Framework

**FOR ADDITIONAL INFORMATION:** Executive Officer or Chairperson Management Committee.

Reviewed 02<sup>nd</sup> November 2009

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Approved (Executive Officer) *David Bar* Date *19.11.2009*  
Approved (Chairperson) *Paul O'Leary* Date *19.11.2009*

**APPENDIX A**

HANDOUT

**PROCEDURE FOR DEALING WITH COMPLAINT**

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|--|---|
| <p><b>1. Talk to the Agency worker</b></p>                                    | <p>1. First speak to the Agency Worker concerned</p>  |
| <p><b>2. Talk to Agency Worker at the next level of responsibility</b></p>   | <p>2. If the Client is not satisfied with the outcome of the discussion or does not want to discuss the matter with that Agency Worker, they should talk to the next in charge. The Client should feel free to use an Advocate if they prefer to do so. The Advocate can negotiate on their behalf.</p> |
| <p><b>3. Talk to Agency Worker at the next level of responsibility</b></p>  | <p>3. If the issue has not been worked through to the satisfaction of the Client, then the Client (and/or Advocate) should take the matter to the highest level.</p>  |
| <p><b>4. Discuss Issue with Management Committee</b></p>                    | <p>4. If the issue has not been resolved, then the Client (and/or Advocate) can express their concerns to the Management Committee of the agency.</p>   |
| <p><b>5. Approach Government Funding Officer</b></p>                        | <p>5. If the issue is still not resolved, then the Client/Advocate can voice their complaint to the Regional Government Department Funding Officer, or an advocacy or human rights organisation.</p>  |
| <p><b>6. Client to be Informed about Decisions at all levels</b></p>   | <p>6. The Executive Officer will inform the Client of the outcome of their complaint at each stage</p>  |

**NOTE:** Levels of responsibility are: Support Worker  
 Supervisors  
 Executive Officer  
 Management Committee  
 Funding Departments