

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
- if **staff disputes and staff complaints** (grievance) are made by an employee in regard to workplace-related issues (employment-related issues) they are to be addressed under GO136PO Staff Disputes & Complaints Policy

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 website. 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 Management Committee Members, CEO and senior managers are 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*
- A centralised complaints management system
- 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, suppliers, employers (employment services), and regulators. A person may be a natural person, an organisation, or a representative of an organisation.

Internal complaints are not managed through this policy. They are managed through our HR136PO Staff Disputes & Complaints Policy and HR96PO Workplace 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.

GOV - COMPLAINTS MANAGEMENT POLICY (EXTERNAL)

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 maintenance request (e.g. leaking tap, or phone repair)
- a complaint by one employee about the behaviour of another employee, refer to GO136PO Staff Disputes & Complaints 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 and/or to an external government advocacy agency.

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 are to be recorded in the complaints, feedback & compliments E-form.

This policy relates to
Legislation

Privacy Act 1988
Work Health and Safety Act 2011
Disability Inclusion Act QLD 2014
Anti-Discrimination Act QLD 1991
Fair Work Act 2009
National Disability Insurance Scheme Act 2013
National Standards for Disability Services
NDIS Practice Standards and Quality Indicators

Documents related to this policy

Related Policies & Procedures:

GO14PO Privacy and Confidentiality Policy
GO10PO Freedom from Abuse, Neglect & Exploitation Policy
HR136PO Staff Disputes & Complaints Policy
GO5PR Complaints, Feedback & Compliments Procedure