



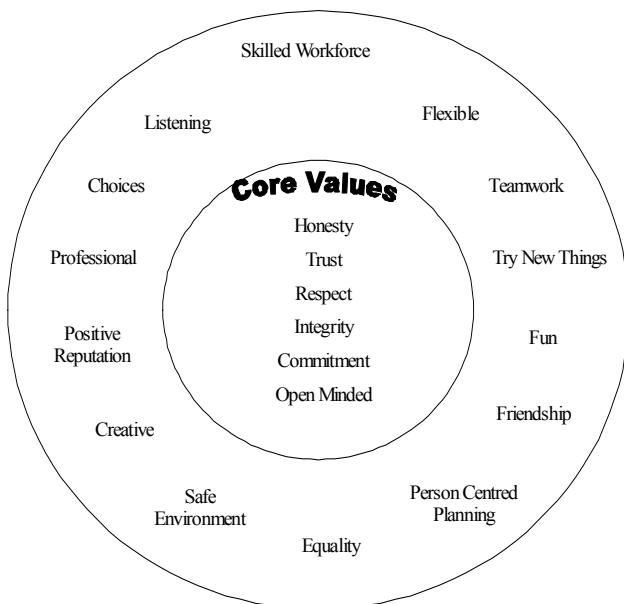
# Complaints Management Procedure

## **Background**

The aim of the Complaints Management Framework is to facilitate a complaints resolution and management tracking system within Broadmeadows Disability Service (BDS). The Complaints Management Framework will ensure that people using BDS services have access to a planned, appropriate and a quality complaints resolution system in a co-ordinated and timely manner.

In order for service users to be increasingly satisfied with the service provided by BDS, customer service standards and measures and complaint management mechanisms need to be incorporated into the everyday work of BDS.

BDS has developed the complaints management practice instruction in line with the Department of Human Services framework in preparation of the Disability Bill.



BDS has established values, which provide a framework for day-to-day work activities and help direct staff initiative towards a consistent value-driven culture for working with service users and their families.

All BDS staff should ensure that when responding to, and investigating a complaint, that the BDS values are followed.

## **Managing complaints received at the local level (Tier 1)**

### **Complaint received**

1. Document the details of the complaint in writing on the complaints action sheet.
2. Register complaint on Complaints register (located in CEO's office).
3. Advise immediate manager (eg. Team Leader, Coordinator) and determine who will resolve the complaint.
4. Within 3 days, acknowledge receipt of the complaint, advising the complainant who will deal with the complaint and when the expected response time (usually 21 days), and their right to have independent representation (advocate/family member/ other).



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## Investigating the complaint

5. Investigate complaint. The investigation should include (where appropriate):
  - Liaison with key worker and/or team leader (if appropriate) if service user complaint
  - Check any relevant paperwork if applicable (ie profile/Incident report)
  - speaking to other staff that may have involvement or may be able to provide information
  - Check of any policies or procedures

## Issues to consider

5. Is there any basis to the complaint?
6. Can anything be implemented or improved locally to resolve the issue?
7. Will an explanation or clarification of the policies or procedures resolve the complaint?

## Responding to the complaint

8. If the complaint cannot be resolved within the timeframe specified, contact the complainant, apologise and advise of a new timeframe for the response.
9. Discuss with your immediate manager how the complaint should be responded to. Options are via a phone call, at a meeting, via a letter. Confirm the response that you are going to provide with your manager. This may include drafting speaking notes or drafting a letter. Your manager should check these before you use them to advise the complainant of the outcome.
10. Advise the complainant of the outcome through the agreed method chosen between yourself and your manager. Advise the complainant that they can request a further review of the complaint if they like and of who the appropriate person is to direct these to (usually your manager).
11. Keep a copy of the letter on file and document the outcome on the complaint contact sheet.
12. File note and document the outcome for staff involved complaints and place on staff members file.



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<p><b>Tier 1 complaints</b> Local Level</p>	<p>Correspondence received from an individual or family member directly, or via outside the program (e.g. Department of Human Service or other service provider). Written correspondence must be forwarded to Program Manager, of service area</p>	<p>Acknowledge correspondence within 3 days advising writer of the person managing the issue and the expected response time (usually within 21 days). If it is anticipated or known that a response cannot be provided within 21 days, apologise, and advise when a response can be expected.</p>	<p>Designated officer investigates issue noting discussions and any correspondence on progress notes document.</p>	<p>Response signed and registered on complaints register. Correspondence. Advise writer of external avenues of redress. Apologise for delay if response not sent within 21 days.</p>	<p>Matter resolved? If yes – close complaint If no – go to next level</p>
<p>Program Level</p>	<p>Acknowledge further correspondence or communication and register on complaints sheet</p>	<p>Raise issue with Senior Program Manager.</p>	<p>Review/investigate issues and respond as above.</p>	<p>Matter resolved? If yes – close complaint, if no – go to next level</p>	<p>Matter resolved? If yes – close complaint, if no – go to next level</p>
<p><b>Tier 2 Complaints</b> CEO</p>	<p>Unresolved concerns at program level, or correspondence received from external monitoring entities (e.g. National Disability Abuse and Neglect Hotline, Office of Public Advocate, Ombudsman).</p>	<p>Refer complaint to CEO who determines whether the complaint is Tier 1 or Tier 2 and investigates it.</p>	<p>Complaint is registered on complaints database and, investigated and responded to as above.</p>	<p>Matter resolved? If yes – close complaint, if no – go to next level</p>	<p>Matter resolved? If yes – close complaint, if no – go to next level</p>
<p>Organisational Management Framework level</p>	<p>Complaint referred to BDS Board of Management via the chair. Registered as Tier 2 complaint on Complaints register. Regional Complaints Management process is followed.</p>				
<p>Tier 3 External Bodies</p>	<p>If a complainant remains dissatisfied, they make wish to take the matter further with external bodies for a review of the complaint. Once the Office of the Disability Services Commissioner is established, complainants may also choose to lodge their complaints there. Complainants have the right to lodge their complaints with whichever external body they like and should not be discouraged from doing so. BDS however, should make every effort to ensure that the complaint is investigated and a response or outcome prepared if it is known that a complaint will be lodged.</p>				
<p>These complaints and enquiries are managed by the CEO</p>					