

# External Complaints and Grievances

## Policy Details

Policy Category:	Organisational Administration	Policy No:	AD003
Created by:	Corporate Services	Creation Date:	September 2019
Approved by:	Policy & Risk Committee	Last Modified:	December 2019
Status:	Active	Next Review Date:	December 2022

## Purpose

The policy provides a framework for the prompt and fair resolution of complaints and grievances made by stakeholders other than staff.

## Definition/s

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

## Principles

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A complaint may be withdrawn at any time.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 from the People Who Care. By anyone we mean service users – clients, carers, practitioners, 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 People Who Care.

## **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.

1.2 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 People Who Care you should write to the Board Chair of People Who Care, 48 James Street, Guildford, Western Australia.

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 People Who Care Staff Team you should write to their line manager. If you are not sure of who that is contact the main office on 08 93791944 and speak to the People and Culture Manager who will give you that information. This request will be treated in confidence.

2.4. If your complaint is about a member of the People Who Care 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 register. 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**

3.1 At all times during this stage, you will be informed of the name of the person you should contact at the People Who Care.

3.2 If your complaint has related to the governance of the People Who Care you should write to the Board Chair of People Who Care, 48 James Street, Guildford, Western Australia.

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

3.4 If your complaint has been about a member of the People Who Care staff 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.

3.5 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.

3.6 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

3.7 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 (HaDSCO) - 469 Wellington Street, Perth WA 6000. Telephone (08) 655 17600. Free Call 1800 813 583 or
- Aged Care Quality and Safety Commission; Telephone 1800 951 822; agedcarequality.gov.au.
- You can also contact your local MP, any other authorities who fund People Who Care, or the Australian Charities and Not for Profits Commission (which People Who Care 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 by the Leadership Team and if required escalated to the Board.

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

#### **Outcomes**

Log –Complaints 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

Open Disclosure

#### **Forms Pertaining to this Policy**

Complaint Form

Client Satisfaction Surveys - eg. SurveyMonkey Complaint Register

Client Welcome Pack – Outlining Policy and Procedure

Complaint Register

Continuous Improvement Register