

## Corporate Governance Policy 1601

# Complaints

### 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 3SA 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).

3SA 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 3SA
- 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 critical feedback, there will be no retribution
- the implementation of management systems and reporting procedures to ensure that 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*.

It is often difficult to establish when a query from a person becomes a complaint. If you are in doubt as to whether a complaint is being made, you should attempt to clarify the situation.

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 critical 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 (failing to clean up following maintenance);
- claims of maladministration 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 (eg. leaking tap, or fence repair)
- a complaint by one employee about the behaviour of another employee.

Actions for Complaints	Timelines for Action	Which Legislation/Standards
Enter into a Complaints System	Must be done within 5 Days	Applies to all processes.
Advise customer/Acknowledgement	Immediate email/face to face, 5 Days with letter	Applies to All legislation
Investigate and Complete	20 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 System for managing these requests in the first instance.**

<b>Last reviewed</b>	August 2016
<b>Review date</b>	September 2018
<b>Ratified by</b>	3SA Board
<b>Person responsible</b>	Chief Executive Officer
<b>Version</b>	V 0.1

**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*

#### Documentation

Documents related to this policy

Related Policies & Procedures:

Values, Vision and Mission  
Legal and Contractual Compliance  
Privacy  
Duty of Care  
Code of Conduct  
Statement of Professional Ethics  
Child Protection  
Responsive Service Delivery  
Discipline  
Grievance  
Performance Management  
Conflict of Interest  
Complaints Procedure

Related Forms and Guidelines