

Ingham Disability Support Services	<p style="text-align: center;">Complaints and Grievance Process - EXTERNAL-</p>	Date: 07.01.2016 Procedure No:5.1 Version: 1 Review Date: July 2017
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STANDARD: 5

INDICATOR: 5.1, 5.2, 5.3, 5.4

OVERVIEW:

Ingham Disability Support Service (IDSS) sees the raising of grievances and complaints as a positive and developmental process for the organisation. IDSS supports anyone in raising any areas of dissatisfaction and will work towards an amicable outcome for all involved this includes funding bodies, state and federal government departments, general public etc.

IDSS will maintain and utilise the grievance and complaint policy and procedure, to fairly and equitably resolve all complaints/disputes to promote the optimal outcome for all parties.

All complaints and grievances raised by an external person and or Organisation/Business will be handled in an equitable and non retributive manner.

All involved will be offered services of an advocate or nominated support person during the grievance and complaint process.

DEFINITION:

Grievance - Information in a written or verbal form that states what you're not happy about.

Grievances are considered an informal process that should be resolved quickly. Unless the grievance is elevated to a higher level these shall be resolved informally without documentation unless a number of grievances of the same nature have occurred.

Complaint – Formalises your grievance and seen as a more serious issue.

All complaints are to be recorded on the Service Improvement Form, which is to be completed by the Management Committee, CEO and or Coordinator.

Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case forward.

PROCEDURE:

GRIEVANCE

1. When the Grievance is received the individual experiencing the grievance is to approach the other person and discuss the issue rationally (if they feel comfortable to do so).
2. If an amicable outcome cannot be reached or the situation is such that individuals do not feel they can approach their grievance with the other staff person, the grievance is to be taken to a Coordinator or CEO who will raise the issue with the individual.
3. Steps 1-2 shall take place within **seven** (7) working days of the grievance first being notified. Should the matter take longer due to extenuating circumstances, the individual raising the grievance shall be advised of this and provided with an estimated response date.
4. If an amicable outcome cannot be reached at this level, the grievance will be elevated to a complaint. The individual with the grievance is asked not to contact Management Committee before the completion of these three steps.

COMPLAINT:

1. Should a complaint occur the individual experiencing the complaint is to approach the other person and discuss the issue rationally (if they feel comfortable to do so)
2. If an amicable outcome cannot be reached or the situation is such that individuals do not feel they can approach the other person with their complaint, the complaint is to be taken to a Coordinator/s or CEO who will raise the issue with the individual.
3. In either instance, the CEO or Coordinator/s should be advised of the situation leading to the complaint to enable an investigation into the matter.
4. The Service Improvement form will be completed by the CEO or Coordinator/s to enable the investigation and identify any corrective or preventative outcomes to be put in place
5. The complainant will be advised by the CEO or the Coordinator/s of the outcomes of the investigation
6. The individual with the complaint is asked not to contact Management Committee before the completion of the above steps.
7. If the complainant is still unhappy about the situation, they should contact Management Committee by letter or phone requesting a meeting to discuss their grievance with the Management Committee
8. If you still haven't reached an amicable outcome and wish to pursue the grievance further, contact an agency that may be able to help you, for example:-
 - Queensland-Department of Communities, Child Safety and Disability Service
 - Anti Discrimination Commission

9. Steps 1-5 shall take place within **seven (7) working days** of the complaint first being reported. Should the investigation take longer due to extenuating circumstances, the complainant shall be advised of this and provided with an estimated response date.

- All work and client support services shall continue as normal until the complaint is resolved, and neither party shall be prejudiced. The only instance where work may not continue normally is where either Workplace Health and Safety, WorkCover or Legal issues are involved.
- All information regarding complaints shall be kept confidential.
- The complainant is in no way to feel intimidated by this process and if they are willing, services are to continue as normal, unless legal issues are pending.

ASSOCIATED DOCUMENTS: Duty of Care, Critical Incident Reporting, Advocates, Clients Rights and Responsibilities.

ASSOCIATED FORMS: Service Improvement Form, Critical Incident Report Form,

Date:	Position:	Name:	Signature:
02.08.2016	CEO	Elizabeth Sutton	

GRIEVANCE/COMPLAINTS/ISSUES/APPEALS

FLOW CHART

Step 1:

External person/s to discuss issue with offending Individual where possible

If staff member or client/ family feels uncomfortable doing this they are to go to step 2.



Step 2:

Discuss with Coordinators/ CEO

Individual either staff member or client to take complaint to Coordinators or CEO. Investigation to occur and course of action identified



Step 3:

Service Improvement form completed

CEO/Coordinators to fill in Service Improvement Form (located in 's'drive-forms) and filed. Response within 7 working days (where practicable)



Step 4:

If unresolved complaint to be in writing marked 'CONFIDENTIAL' and addressed to 'President of IDSS'

President to convene meeting between parties within 7 days

To be tabled at the next Management Committee Meeting



Step 5:

Meeting held with all parties involved. President makes decision within 7 days of meeting.

If resolved: no further action Complaint Form to be completed signed by all parties and filed



Step 6:

If unresolved. Mediation/arbitration

If resolved - no further action. Service Improvement form completed signed by all parties and filed.



Step 7:

If unresolved, complainant has the right to complain to:
Human Rights/Anti-discrimination Commission
Disability Service Queensland
Member of Parliament.

Explanation:

Consumers are clearly informed of:

1. Their right to the presence of an advocate at all times through the process.
2. The consumer's right to access information on the complaint process at any point

All file notes will be stored securely in accordance with the Information Collection, Retention and Disposal Process Procedure