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| Policy name | Managing Complaints | CEO Approved |  |
| Category | Organisational Governance | Approval date | January 2017 |
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Why do we need this policy?

The purpose of this policy document is to outline what Identitywa's principles are with regards to managing complaints and how they are applied when we receive complaints from the people we support, their families, carers or other parties.

Who is the policy for?

This policy and accompanying procedure is for all staff who may receive complaints or expressions of dissatisfaction from the people we support, their families and/or carers, advocates and other parties.

If a staff member wishes to make a complaint they need to go through the internal grievance process.

What do we want to achieve with this policy?

The accompanying procedure outlines our approach to handling complaints and the service people can expect when making a complaint to us.

Policy Statement

Identitywa is committed to ensuring all the people we support, their families and/or carers, and advocates are free to discuss their concerns and lodge complaints without prejudice. In order for us to achieve this, we follow these principles:

- Identitywa is committed to a fair and effective complaints handling system and values feedback through complaints.
- Information about how and where to complain and complaint handling system is accessible and easy to understand to the people we support, their families, careers, staff and other interested parties.
- Complaints are dealt with in an equitable, objective and unbiased manner.
- Identitywa is committed to a strict confidential process in handling and investigating complaints
- If a complaint is upheld, Identitywa provides a remedy.
- Complaints and feedback are an important component of the continuous improvement process to Identitywa.

Who can make a complaint?

Any person who feels aggrieved or dissatisfied about a service they have or are receiving from Identitywa is able to make a complaint. This includes other agencies, members of the public and contractors.

Anonymous complainants

If a complainant refuses to give their name we still investigate their complaint and we need to ask them how they want to be advised of the outcome of the investigation.

Vexatious complaints and unreasonable complainants

Vexatious is used to describe a complaint that is pursued, regardless of its merits, solely to harass, annoy or subdue. It describes something that is frivolous, repetitive, burdensome or unwarranted.

Fair consideration must be given to the complaint while ensuring that there is not undue use of resources to investigate and resolve the complaint.

Equity and Access Considerations

Identitywa is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of individuals from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background, e.g. if required, the use of an interpreter.

The Legal and Regulatory Requirements we have to follow

This policy has been developed in accordance with the following:

- National Standards for Disability Services – Standard 4: Feedback and Complaints.
- National Standards for Disability Services – Standard 6: Service Management.
- The Community Care Common Standards – Standard 3: Service User Rights and Responsibilities.
- Disability Services Act 1993 – covers complaints about disability services and provides a framework for management of complaints related to disability service providers.
- Health and Disability Services (Complaints) Act 1995, Section 71 – ensures that the negotiated settlement and conciliation processes are confidential.
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 – this amends the Privacy Act 1988 by replacing the National Privacy Principles (NPP) and the Information Privacy Principles (IPP) with the Australian Privacy Principles (APPs).

Other related documents

- Managing Complaints Procedure
- “Let’s Have a Chat” feedback form Easy English version
- Participation in Service Improvement Policy
- Privacy Policy and Guidance
- Staff Grievance Policy and Procedure
- “We value your views” feedback form.

Do you need to know more?

The Health and Disability Services Complaints Office (HaDSCO) has produced a helpful guide to handling complaints, link below:

[Helpful tips: handling complaints](#)

Please contact the Policy Officer if you have any questions regarding policies, procedures and/ or review details. If you would like to be involved in our policy development programme please use the contact details below:

- Telephone: (08) 9474 3303

