

**Policy: Client Complaints and Grievances**

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| Approved by Chief Executive Officer  | Date: September 2020  |
| Last Reviewed by Chief Executive Officer  | Date: February 2022 |
| Next Review by Chief Executive Officer  | Date: February 2024  |

1. **Policy**

Arthritis ACT is committed to handling and resolving client complaints in a confidential, fair and timely manner.

1. Procedure

2.1Types of Complaints

There are many factors that influence a client’s decision to make a complaint. There is also a range in the types of complaints that can be made. Examples of factors and types of complaints include:

Service delivery complaints

* dissatisfaction with service provision
* accuracy and timeliness of information
* communication breakdown
* cultural issues
* stress and fatigue
* incidents of conflict
* inappropriate behaviour of staff and volunteers
* poor maintenance of facilities and equipment
* client abuse, harassment, discrimination and neglect
* breach in client confidentiality.
* Governance complaints:
* financial mismanagement
* fraud
* procedures followed not in accordance with the organisation’s constitution or organisational policies.
* Complaints of potentially criminal nature:
* If the complaint has criminal implications, such as fraud or abuse, then the Police should be notified immediately.

2.2 Methods of complaint

There are two ways clients may chose to make a complaint to the organisation:

* verbal – face to face or by phone
* written – formal letter, e-mail, fax.

Anonymous complaints

* Some clients may wish to remain anonymous in making their complaint. This should be respected and the complaint investigated. This will be undertaken by the CEO or if the complaint is about the CEO, the Board. As anonymous complaints cannot be responded to individually the complaint will be investigated and any changes in processes that need to be made will be made and documented on the complaints register and in the appropriate policies and procedures.

Responding to complaints

* All client complaints should aim to handle and resolve every complaint immediately, wherever possible, using the following process:

Verbal complaints

* It is suggested that employees:
* listen carefully and respond to the client in a polite and respectful manner
* clarify your understanding of the complaint and ask the client how they would like the complaint resolved. Wherever possible, try to resolve the complaint at the time.
* If the circumstances do not allow the complaint to be resolved immediately, direct the complaint to the CEO.
* Advise the client that they may submit the complaint in writing. See *Client Complaint Form.*
* Follow the process for written complaints below.
* Record complaint in the Complaints Register in conjunction with the CEO.

Written complaints

* All complaints of a serious nature, e.g. corruption, fraud, harassment, etc. should be submitted in writing and referred to the CEO for investigation. If the complaint involves the CEO or the client feels that the CEO is not the appropriate person to handle the complaint, refer the matter to the President of the Board of Arthritis ACT.
* Upon receiving a written complaint, the CEO or Board should aim to provide a response within ten (10) working days.
* The response may include the following:
* confirmation that the complaint has been received and the matter is being investigated
* an understanding of the complaint
* suggested actions for resolving the complaint
* complaint process, including the estimated timeframe for resolution
* client satisfaction and right to appeal
* contact name and number.

**2.3 Appeals and seeking outside assistance**

* If the complaint involves the CEO, the matter can be referred to the Board of Arthritis ACT.
* If the complaint cannot be resolved internally, an option could be to seek support from the ACT Health Complaints Commissioner.

Ms Mary Durkin

ACT Health and Disability Services Commissioner

**Telephone** (02) 6205 2222

**SMS** 0466 169997

**TTY**  (02) 6205 1666

**FAX**6207 1034

**LOCATION** Level 4 12 Moore Street Canberra City (Near the Jolimont Centre on Northbourne Avenue)

**POSTAL ADDRESS** GPO Box 158 Canberra ACT 2601

 **EMAIL** human.rights@act.gov.au

* **Complaints regarding services funded by the NDIS should be made to:**
* Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
* [National Relay Service](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service) and ask for 1800 035 544.
* Completing a [complaint contact form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF).

The NDIS Commission can take complaints from anyone about:

* NDIS services or supports that were not provided in a safe and respectful way
* NDIS services and supports that were not delivered to an appropriate standard
* how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

# Authorisation

Rebecca Davey

CEO

24 Sept 2020



**Client Complaint Form**

This form is to assist you in making a complaint to our organisation.

All persons wishing to make a complaint can speak with the CEO or staff member of choice or choose to complete this form.

All information is strictly confidential.

If you feel unsure about anything or would like help to complete this form, please speak to the Office Manager.

We encourage you to make your complaint in writing. Please allow a maximum of ten (10) days for a response.

**Personal details**

The information provided will be used to contact you. Only provide the contact details that you wish to be contacted on.

Name: Mr/Mrs/Miss/Ms \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postal Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode: \_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mobile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Have you lodged a complaint with our organisation before?**

Yes  The matter was resolved The matter was not resolved

No Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Is there someone else (legal representative or support person) that you would like involved in making this complaint?**

Yes  No

Name of legal representative/support person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postal Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Details of the complaint**

Is the complaint related to:

 Employee of the organisation Details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Volunteer of the organisation Details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Service delivery Details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Facilities Details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Specific incident Details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What happened?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where it happened?

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When it happened? (Include date if possible)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Who was involved? (List all persons involved and witnesses)

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Did someone witness the incident? Would they be willing to be contacted regarding your complaint? If so, provide the name and contact details. (Inform the witness that they may be contacted by the organisation to discuss the matter.)

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Any other relevant details:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Have you discussed the matter with the person/s involved?**

Yes  No 

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the respondent and any letter of reply you have received.

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If no, is there any reason/s that you cannot do so? Do you need help to do this, e.g. for safety reasons, cultural reasons?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**How would you like to see your complaint resolved? What action would you like the organisation to take to resolve your complaint?**

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**Additional information/supporting documentation**

Please attach copies (not the original) of any documents that may help us to handle the complaint, e.g. if you have letters, emails or faxes or records of conversations you have had with the person/s associated with the complaint.

To help us resolve this matter as fast as we can, please ensure your contact details are kept up to date. If details change, let the organisation know as soon as you can.

Please sign and date this form.

Signature:

Date: