

# Complaints Policy

## 1 Purpose

To resolve complaints in a prompt and satisfactory manner in order to promote and maintain the Activ brand, reputation and satisfaction with Activ services.

## 2 Scope

This Policy applies to all complaints made by Activ customers / supported employees, their families, carers, advocates and/or members of the general public.

This Policy does not apply to complaints made by staff related to workplace issues. Such complaints and issues are addressed within the Workplace Issues Resolution Policy (AQuA 902) and accompanying Procedure (AQuA 903).

## 3 Policy Statements

Activ is committed to resolving complaints in a prompt and satisfactory manner in order to promote and maintain customer / supported employee satisfaction and the reputation of Activ.

Therefore Activ supports the rights of customers, supported employees, their families, carers, advocates and/or members of the general public to:

- Raise complaints regarding any matter related to Activ services or service delivery and to have the complaint investigated and resolved fairly and quickly.
- Express their complaints and feel reassured that there will be no retribution.
- Raise complaints at any level in the organisation. It is preferable, however, to resolve complaints at the level at which they occur, if possible.
- Be informed about the internal process to raise complaints and how their complaint will be managed by Activ.
- Be informed about the external processes open to them to raise their complaints.

Activ is committed to a complaints handling process that is:

- Objective, accessible, timely, efficient, confidential and straightforward;
- In line with the principles of natural justice for all parties involved in a complaint;
- Supportive of people requesting to be supported by a friend or advocate in raising their concerns; and
- Focused on improving services for people with disabilities.

## 4 Definitions

A *complaint* is any expression of dissatisfaction with any aspect of Activ provided services made by an Activ customer, supported employee, their family, carer, advocate and/or member of the general public for which a remedy is sought and which is lodged as a complaint.

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A *serious complaint* is one in which:

- Legal action may result;
- There is an allegation of physical, financial, sexual, or emotional abuse or neglect of a customer / supported employee by an Activ staff member;
- The action of an Activ staff member or customer / supported employee may result in death or serious injury to another person;
- The complaint may have an impact on the reputation and services of Activ as a whole, and/or;
- Action by a staff member breaches Activ's Staff Code of Conduct or their employment contract.

The *Complaints Officer* (also known as the Consumer Liaison and Policy Development Officer) is the person who fills the role as appointed by the Chief Executive Officer.

*Complaint Handlers* are staff members who work at the local level and are responsible for addressing non-serious complaints. Complaint Handlers include, but are not limited to, Team Leaders and Team Managers in Accommodation and Community Services and Employee Coordinators and Site Managers in Business Services.

*Complainant* is the person who is raising the complaint.

*Resolved or resolution* means that a complaint is settled or concluded and each of the parties is notified. A resolution does not necessarily mean that the complaint is concluded in favour of any of the parties or to any particular party's satisfaction.

## 5 Performance Standards

- Written complaints will be acknowledged in writing within 48 hours and a reference number issued. Verbal complaints will be considered to have been acknowledged by the staff member at the time it is raised and a reference number is issued to the complainant in writing.
- Reference numbers will be generated automatically once a complaint is entered into the Complaints Log.
- Complaints will be resolved within 20 working days of lodgement unless one or more of the following applies:
  - The complaint is so complicated that it is not capable of being resolved within 20 working days;
  - The circumstances of the complaint mean that it will not be possible to resolve it within 20 working days; and/or
  - Activ does not receive all or part of the required information from the complainant or others.

# Complaints Policy

Controlled Document

- Records will be kept of all complaints raised, correspondence and other communications with complainants, actions taken and outcomes reached.
- Complaint documentation will be made available to complainants upon request, except where it may infringe the privacy and confidentiality of others.
- Confidentiality will be maintained and complaints will only be discussed with staff on a "need to know" basis.
- All staff will be informed of and be familiar with the Complaints Policy.
- All complaints will be managed by a Complaints Handler and / or the Complaints Officer.
- Complaints Handlers and the Complaints Officer will undertake training on Complaints Management within Activ on, at least, a bi-annual basis.
- Complaints classified as serious (see definitions) are to be referred to the Chief Executive Officer and his/her nominee (i.e. Complaints Officer) for handling and investigation.

## 6 Key Related Policies and Documents

Complaints Handling Procedure (AQuA 1589)

Handling of Matters under Police Investigation (AQuA 1201)

National Standards for Disability Services

The Community Care Common Standards

Activ Foundation Quality Manual (AQuA 1)

WA Carers Charter

Carers Recognition Act (2004)

Standards Australia AS ISO 10002 Consumer Satisfaction – guidelines for complaints handling in organisations

Other Commonwealth and State complaints and disputes standards relevant to Activ services

## 7 Consultation Process

Chief Executive Officer

Executive Team

Board of Directors

Service Advisory Committee

## 8 Implementation Responsibility

Complaints Officer