

Complaint Form



Your details

These are optional but needed if you would like to be contact about this

Name:	
Email or phone:	
Postcode:	

Details about your concern or complaint

Date:	
Have you raised this issue with us before?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Program / service involved:	

Please tell us about your concern

Attach extra pages if needed

Who was involved, what happened, when it happened, where and how it occurred etc.	
What outcome would you like:	

Please return to Reliability or by either of the methods below:

Email:	info@reliabilityaus.com.au
Post:	92 Wills Street, Bendigo VIC 3550

OFFICE USE ONLY:

Date received:	
Date entered into Register:	
Staff member handling complaint:	

Complaint Handling Policy



Applies to:	All Reliability employees				
Version:	1	Date approved:	July 2019	Next review date:	July 2020

1. Policy Statement

Reliability is committed to:

- seeking and receiving feedback and complaints about our services, systems, practices and complaint handling processes;
- handling any concerns raised fairly, efficiently and effectively; and
- acknowledging that feedback and complaints are an important component of continuous improvement.

2. Objective

The objective of this policy is to:

- provide guidance to people who wish to make a complaint or provide feedback, and
- support employees to handle complaints fairly.

3. Responsibilities

It is the responsibility of the director to:

- promote a culture that values complaints and their effective resolution,
- provide adequate support and direction to key staff responsible for handling complaints,
- regularly review reports about complaint trends and issues arising from complaints, and
- support recommendations for improvements arising from analysis of complaint data.

It is the responsibility of the director to:

- handle all level 3 complaints and any others where the service or conduct of a senior manager is being complained about or where the complainant is dissatisfied with the complaint resolution; and
- ensure that regulatory authorities are notified of complaints in line with legislative and regulatory requirements.

It is the responsibility of the director to:

- Maintain and manage an effective complaint handling system, and
- Conduct regular audits and actions required on issues arising from complaint handling work.

It is the responsibility of the director to:

- encourage all employees to be alert to complaints,
- assist those responsible for handling complaints to resolve them promptly,
- ensure complaints and compliments are recorded appropriately,
- recognise and reward good complaint handling by employees and Family Day Care educators, and
- notify regulatory authorities of complaints in line with legislative and regulatory requirements.

It is the responsibility of employees to:

- be alert to complaints and notify their line manager or nominated supervisor of a complaint as soon as possible,
- assist people to make a complaint, if needed,
- show commitment to fair, effective and efficient complaint handling, and
- treat all people with respect, including people who make complaints.

4. Guidelines

4.1. Definitions

Complaint - An expression of dissatisfaction made to or about Reliability, our services, employees or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Feedback - Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about Reliability, about our services, or complaint handling where a response is not explicitly nor implicitly expected or required.

4.2. Key qualities of our complaint handling process

When you make a complaint

A complaint can be made in any way, including in person, in writing, over the phone, via our website, by email or through an external agency.

- We accept anonymous complaints and will carry out an investigation of the issues raised
- where there is enough information provided.
- Information about our how and where complaints can be made to or about us is publicly available through our website and printed material and is made known to all service users, where possible and appropriate.
- We support your right to have an advocate, such as another person or organisation, to assist or represent you in the making and/ or resolution of your complaint.

We will handle all complaints fairly and equitably

We address each complaint with integrity and in an equitable, objective and unbiased manner.

Our employees will listen, treat you with respect and actively involve you in the complaint process where this is possible and appropriate.

- The person handling the complaint will be different from any employee whose service or conduct is being complained about. Conflicts of interest, whether actual or perceived, will be managed responsibly.
- We protect the identity of people making complaints where this is practical and appropriate and in accordance with the Privacy and Confidentiality Policy.
- We take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.
- Any new complaint will be treated on its merits, even if the complainant has made similar or multiple complaints previously.
- If the complaint relates to misconduct by an employee, the resolution will be in accordance with the Disciplinary and Dismissal Policy.

4.3. Responding to complaints

Where possible, complaints will be resolved at first contact with Reliability. We support employees to resolve complaints promptly and with as little formality as possible. There are three categories for complaint complexity and relevant handling:

- Level 1 – single issues that are straightforward and simple to resolve. These may be handled by front line staff.
- Level 2 – more complex and/or multiple issues where investigation may be required. These may be handled by a manager.

4.3. Responding to complaints (continued)

- Level 3 – complex, serious and sensitive issues (will be handled by Director), including a complaint that:
- is initiated through or received from an Ombudsman, or a state or federal Minister or Member of Parliament.
- involves multiple issues that require intensive investigation or involve other agencies,
- is urgent or a potential high risk or a high profile issue that may adversely affect the reputation of the organisation,
- alleges a breach of the Code of Conduct, which includes unauthorised access or disclosure of confidential information, conflicts of interest, serious misconduct and fraud,
- is persistent and/or requires intensive management in order to progress or resolve it,
- is required by contract, regulation and/or legislation to be reported or referred to an authorised third party, or
- is an unresolved complaint at level 2.

What you can expect from us

When you make a complaint, we will acknowledge receipt as soon as we can and no more than five working days from notification.

We will ask you what outcome you are seeking and who you would like to be your key contact for the resolution process.

We will let you know what to expect from the complaints process and:

- the expected time frames for our actions,
- the progress of the complaint and reasons for any delay,
- your likely involvement in the process, and
- the possible or likely outcome of your complaint;

We will let you know as soon as possible if we are unable to meet the expected timeframes and the reason for the delay. If we can't deal with any part of your complaint, we will let you know and provide advice about alternative ways to resolve the issue, for example if the complaint is about another agency, we will support you to lodge your complaint with them.

As the complaint resolution progresses, we will keep you informed.

After investigation or resolution

After investigation, we will contact you to advise you of:

- the outcome of the complaint and any action we took,
- the reason/s for our decision,
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to you, such as an internal review, external review or appeal.

If in the course of investigation, we make any adverse findings about a particular individual, we will consider any applicable privacy obligations or exemptions under the Privacy Act 1988 before sharing our findings with you.

If you are unhappy with the resolution of your complaint, we can provide a further internal review or support you to refer the complaint to an external agency (see below).

4.4. Alternative avenues for dealing with complaints

At any time you can choose to have your complaint dealt with by an external agency, including:

- NDIS Quality and Safeguards Commission – Ph 1800 035 544
- Aged Care Complaints Investigation Scheme – Ph 1800 550 552 (National),
- Australian Human Rights Commission – Ph 1800 620 241 (National),
- Community Services Commission – Ph 1800 060 409 (NSW),
- NSW Ombudsman – Ph 1800 451 524,
- Victorian Ombudsman – Ph 1800 806 314,
- Commonwealth Ombudsman – Ph 1300 362 072, or
- Complaints Resolution and Referral Service (CRRS) for services funded under the Commonwealth Disability Services Act – Ph 1800 880 052
- National Disability Insurance Agency (NDIA)
www.ndis.gov.au/about-us/contact-us/feedback-complaints

4.5. Recording complaints

We keep comprehensive records about:

- how we managed the complaint,
- the outcome/s of the complaint (including whether it or any aspect of it was substantiated,
- any recommendations made to address problems identified and any decisions made on
- those recommendations), and
- any outstanding actions that need to be followed up.

The *Complaint Register Form* (attached) can be used to record the complaint handling process. Any documentation relating to the management of a complaint is to be:

- stored electronically in a restricted access network folder or
- securely in accordance with contractual requirements.

After closure, all complaints must be de-identified and recorded in the *Complaints and Compliments Register*.

5. Policy context: this policy relates to:

5.1. Standards or other external requirements

- Human Services Standards (2015) VIC
- National Disability Service Standards (2013)

5.2. Legislation or other requirements

- Aged Care Act (1997) Cth
- Anti- Discrimination Act (1977) NSW
- Disability Inclusion Act (2014) NSW
- Disability Act (2006) VIC
- Disability Amendment Act (2012) VIC
- Disability Discrimination Act (1992) Cth
- Equal Opportunity Act (2010) VIC
- Ombudsman Act (1974) NSW
- Privacy Act 1988

5.3. Internal documents

- Code of Conduct Policy
- Privacy and Confidentiality Policy
- Rights and Responsibilities Policy
- Reliability Complaints Brochure
- Complaint Form
- Complaints and Compliments Register

6. Document control

Version	Date approved	Approved by	Next review date
1	May 2018	Director	July 2020