

POLICY

SECTION 5 – CLIENT SERVICES

CS5.3 – Client complaints

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1. INTENT

The Board and management team of Inclusive Directions are committed to ensuring that all customers/clients have a mechanism for registering complaints when necessary. Each complainant has a right to have their complaint investigated. All complaints should be lodged with the relevant manager.

This procedure applies to all management and staff (including contractors and volunteers) working in Inclusive Directions.

2. PERFORMANCE REQUIREMENTS

All clients have the right to be informed of the policy and process for complaints to be made. On expressing a complaint the client has a right to have their complaint dealt with in a timely, objective and professional manner.

2.1 MAKING A COMPLAINT

The process for investigation and resolving complaints must open, honest and timely.

Clients or customers wishing to make a complaint should be referred to the relevant manager in the first instance. The program manager is responsible for informing the client or customer about the complaints process, their rights to make a complaint and the process.

All complaints must be acknowledged within 10 business days, or earlier if directed by management or the CEO.

2.2 REFERRAL TO ALTERNATIVE OPTIONS

If, upon receipt of a response their complaint, clients or customers are dissatisfied, they have the right to contact an external agency for information, advice and support. Such agencies may include any of the following:

- Health and Community Services Complaints Commissioner
- The Equal Opportunity Commission
- The South Australian Police
- The Privacy Commissioner of South Australia
- The Public Advocate

Where a client lodging a complaint is not satisfied with the way the complaint has been dealt with, they have the right to have the complaint reviewed with the CEO directly.

2.3 PRIVACY, CONFIDENTIALITY AND RECORD MANAGEMENT

All complaints received must be handled in accordance with corporate policies and subordinate procedures for privacy and confidentiality and record management.

Failure to adhere to these policies and procedures in the management of a complaint may result in disciplinary action.

3. RECISSION AND REPLACEMENTS

Nil

4. REVIEW AND EVALUATION

This policy is scheduled for review within 3 years of the date of adoption.

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5. RELATED POLICIES

Name	Number
Child Safe Environments Policy	Pol-CS5.2
Record Management Policy	Pol-CS5.4
Privacy and Confidentiality Policy	Pol-CS5.5
Quality Management Policy	Pol-Gov3.2
Risk Management Policy	Pol-Gov3.3
Communications Policy	Pol-Com7.1

6. ASSOCIATED PROCEDURES

Name	Number
Client Complaints Procedure	Pro-CS5.3.1
Record Management Procedure	Pro-CS5.4.1

7. OTHER ASSOCIATED DOCUMENTS

Name	Number
Complaints and Commendations Register	Reg-CS5.3
Risk Register	Reg-Gov3.1
Code of Conduct	Code-Peo
Confidentiality Agreement	-
Information Sharing Guidelines	Code-CS5.6.1

8. AVAILABILITY OF POLICY

This policy will be available for inspection at the Inclusive Directions office during ordinary business hours and on our website at <http://directions.org.au>

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