

COMPLAINTS HANDLING POLICY AND PROCEDURES

Version:	001
Applies to:	This policy applies to all UACC staff (paid and volunteer), contractors and BOM, receiving or managing complaints from the public and clients made to or about us, regarding our products services and staff, or our complaint handling process.

PURPOSE

This policy is intended to ensure that HBCAC handle complaints fairly, efficiently and effectively.

This policy provides guidance to UACC employees and people who wish to make a complaint on the key principles and concepts of our complaint management system.

POLICY

HBCAC expects staff to be committed to fair, effective and efficient complaint handling.

HBCAC's complaint handling procedures are modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture. We are committed to seeking and receiving feedback and complaints about services, systems, practices, procedures, products and the complaint handling process itself.

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by the Board.

HBCAC will continually monitor our complaint management systems.

Impartiality

HBCAC will 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.

Anonymity

HBCAC accepts anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

Accessibility

HBCAC will ensure that information is clearly displayed on the UACC website about how and where complaints may be made to or about the organisation. We will ensure that systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

Responsiveness

HBCAC will promptly acknowledge receipt of complaints, and will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security, the response will be immediate and will be escalated appropriately.

Where possible, complaints will be resolved at first contact with HBCAC.

Traceability

LJACC/HBCAC will keep an accessible record of all major complaints and their handling (see Procedures).

PROCEDURES

When responding to complaints, the Board, staff and volunteers will consider any relevant legislation and/or regulations specific to particular complaints and feedback.

Minor complaints

Where the staff member receiving the complaint is able to confidently respond to a complaint immediately and to the satisfaction of the complainant, they may or may not record the complaint in the complaints register at their discretion.

Where the complaint is of a more serious nature, and/or where it cannot be dealt with immediately, it will be referred to the Centre Manager.

Major complaints

Complaints register

The Centre Manager will maintain a complaints register in an easily accessible and maintainable format.

If a complaint cannot be resolved at the outset (see Minor Complaints), it will be recorded and assigned a unique identifier/number in the complaints register.

The record of the complaint will document;

1. the date and time of receipt of the complaint by HBCAC/LJACC
2. the name of the staff member who received the complaint
3. the means by which the complaint was received (email, phone, face-to-face, etc.)
4. contact information of the complainant
5. issues raised by the complainant and the outcome/s they want
6. any other relevant information, including additional support the complainant may require
7. record of acknowledgement of receipt of the complaint to the complainant (preferably within 7 working days)
8. how the complaint was assessed and managed
9. the outcome/s of the complaint
 1. whether it or any aspect of it was substantiated
 2. any recommendations made to address problems identified
 3. any decisions made on those recommendations

10. any outstanding actions to be followed up, including analysing any underlying or root causes

Internal response

After acknowledging receipt of the complaint, the Centre Manager will

1. determine whether the issue/s raised in the complaint is/are within HBCAC/UACC control
2. consider the outcome/s sought by the complainant
3. where there is more than one issue raised, determine whether each issue needs to be separately addressed

When determining how a complaint will be managed, the Centre Manager will consider

1. how serious, complicated or urgent the complaint is
2. whether the complaint raises concerns about people's health and safety
3. how the complainant is being affected
4. the risks involved if resolution of the complaint is delayed
5. whether a resolution requires the involvement of other organisations

After assessing the complaint, the Centre Manager may find it necessary to

1. gather further information about the issue
2. investigate the claims made in the complaint

The Centre Manager will ensure that outcomes are properly implemented, monitored and reported to the BOM.

External response

HBCAC will keep the complainant up-to-date on the progress of the investigation, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

Following consideration of the complaint and any investigation into the issues raised, we will contact the complainant and advise them of

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

IMPLEMENTATION PLAN

By the date of the July 2019 BOM meeting:

1. The Centre Manager will arrange for the Complaints Register to be created along with a process for recording complaint information so that it can be easily retrieved for reporting and analysis by the Board;
2. The Centre Manager will arrange for the website to include a section about how to make a complaint which provides information about HBCAC's complaint handling policy in line with this document; and

the Centre Manager will report on the status of this to the BOM at the July Board meeting.

RELATED DOCUMENTS

1. Staff Recruitment Policy
2. Performance Review Policy

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