



SupportSystem

CLAUSE 6.2.1 COMPLAINTS AND GRIEVANCES POLICY

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Name of Policy	Complaints and Feedback Policy
Section	Service Delivery
Date Ratified	22/12/2017
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Policy

Objectives	SupportSystem Options encourages feedback, including complaints from clients, carers, family members, other services and the community. Feedback and complaints are used to assist <i>SupportSystem Options</i> in directing the improvement of services and systems.
Context and Scope	<p>The SupportSystem Options Complaints and Feedback Policy has been developed in line with ISO 10002 Customer Satisfaction – Guidelines for Complaints Handling in Organisations.</p> <p>All SupportSystem Options employees must adhere to this policy.</p> <p>This policy is intended to provide guidance to SupportSystem Options employees in responding to clients (past and present), carers, family members, other organisations and community members wishing to provide feedback or lodge a complaint regarding any aspect of the services provided by SupportSystem Options.</p> <p>This policy does not cover complaints made by SupportSystem Options employees in relation to employment matters; or</p>



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	allegations of criminal conduct against SupportSystem Options' employees. Please refer to the appropriate People and Culture policies and procedures.
Definitions	<p>Complaint: A complaint is defined as an expression of dissatisfaction, unmet expectation or frustration by or on behalf of a client regarding any aspect of the quality or delivery of services, policies, procedures or conduct or any other element of the way we do our business, regardless of how it is made.</p> <p>Complainant: The person or party making the complaint, either directly or through someone acting on their behalf.</p> <p>Feedback: Feedback refers to general comments, information (positive or negative) or a suggestion provided by a client, carer, family member or community member regarding any aspect of the way SupportSystem Options conducts its business.</p>
Policy Statement	<p>Accessibility of Complaints and Feedback Mechanism SupportSystem Options will ensure that clients, carers, family members and the community are made aware of their right to make a complaint or provide feedback.</p> <p>SupportSystem Options will ensure that information on how to make a complaint or provide feedback will be readily accessible at each service site and on SupportSystem Options' website.</p> <p>SupportSystem Options will ensure that complaints are able to be made verbally or in writing.</p> <p>Handling Complaints and Feedback All complaints in regard to services offered or delivered by SupportSystem Options will be directed to the business manager, who is responsible for coordination of receipt of feedback and the complaints resolution process. SupportSystem Options will ensure that:</p> <ul style="list-style-type: none"> ▪ complaints are acknowledged, responded to and resolved in a timely manner ▪ Complaints will be investigated in a fair, impartial and effective manner. Complainants will be free from any prejudicial consequences as a result of raising a complaint or providing feedback. ▪ the complainant's desired outcome or resolution is identified ▪ all parties are given the opportunity to be heard and provide evidence, before a final decision is made ▪ the complainant is kept up to date throughout the complaint resolution process.



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	<p>SupportSystem Options may at times engage an external body to conduct complaint investigations.</p> <p>Confidentiality Complaints will remain confidential. The only people who will have access to information about the complaint will be the complainant, business manager or other employee as directed, and external body engaged by SupportSystem Options directly involved in the resolution or review of the complaint, unless otherwise required by law.</p> <p>Vexatious or malicious complaints SupportSystem Options will make an underlying assumption that complaints are made in good faith and good will and with an intention for resolution. SupportSystem Options may not respond to complaints that are found to be vexatious or malicious.</p> <p>Anonymous Complaints or Feedback Anonymous feedback and complaints will be accepted, reviewed and investigated if the matter is considered substantive and if sufficient information has been provided. SupportSystem Options considers this information may be important in directing the improvement of our services and systems. Anonymous feedback does not allow SupportSystem Options to provide the complainant with specific detail as to how the feedback or complaint has been resolved.</p> <p>Data Collection SupportSystem Options will securely log all feedback and complaints to enable it to monitor the progress of resolution and its performance.</p> <p>Review and System Improvement The Complaints Process will be subject to regular review and audit. All significant complaints will be de-identified and reviewed in accordance with SupportSystem Options' complaints review processes to identify trends and process or system improvements. Reports from the data collection, review process and improvement activities will be regularly generated for the business owner.</p> <p>Dissatisfaction If a complaint cannot be resolved by the usual complaints process, or if the complainant is not satisfied with SupportSystem Options' response, the complainant will be informed of alternative internal and external options for resolution available to them.</p>
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Related Information

Procedures that relate to this policy	Feedback and Complaints Procedure Your Guide to Complaints (brochure)
Related Policies	Consumer Rights and Responsibilities Policy Client Participation Policy
Relevant Legislation or Standards	Mental Health Act 2009 (SA) Health and Community Services Standards ISO 10002 Customer satisfaction—Guidelines for complaints handling in organizations