



## MANAGEMENT OF COMPLAINTS AND GRIEVANCES POLICY

### PURPOSE:

The purpose of this policy is to affirm the right of participants to make complaints and grievances and respond to complaints appropriately.

### POLICY:

Breakaway Toowoomba Inc. acknowledges that all participants have the right:

- To make complaints and grievances without fear of retribution.
- To provide information about Complaints and Grievance Policy in a range of formats.
- To have access to support and assistance to make complaints and grievances.
- To report complaints and grievances to any member of Breakaway Toowoomba Inc or a member of the Board. The procedures of the Complaints and Grievance Policy are then to be followed.
- To report complaints and grievances outside of Breakaway Toowoomba Inc.

### PROCEDURE:

- Persons receiving Complaints/grievances lodged in writing by the Participant, their Advocate or an External Body are to be forwarded onto the Chief Executive Officer within one working day.
- The Chief Executive Officer is to acknowledge receipt of a complaint/grievance by the completion of the next working day.
- Each complaint/grievance will be entered in the Complaints Register by a designated staff member.
- The complainant will be offered assistance in determining which Breakaway Toowoomba Inc policy (if any) is at issue **or** has been contravened in terms of the complaint/grievance.
- Upon receipt of a complaint/grievance Breakaway Toowoomba will offer to facilitate linking the person with an independent advocate.

Reviewed 02<sup>nd</sup> November 2010

Ratified by Management Committee: 16<sup>th</sup> December 2010

Review Date September 2018

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- At any time in the complaint process the complainant may access one of the Board designated Grievance Officers
- When a complaint/grievance is received by a support worker, the worker will report the complaint/grievance to the Chief Executive Officer within one working day. If the staff member has any conflict of interest, it must be reported at the same time.
- Where the complaint is about an existing policy the Chief Executive Officer will be notified. The Chief Executive Officer will ensure a review of the policy and advise the complainant of the outcome.
- Where the complaint is about process or procedure that contravenes existing policy, the Chief Executive Officer or nominated officer will conduct an investigation and advise the complainant of outcome.
- Where the complaint/grievance is in an area where policy does not exist, the Chief Executive Officer will be notified. The Chief Executive Officer or nominated officer will review development of policy in this area and advise the complainant of the outcome.
- Breakaway Toowoomba will keep the complainant informed at all times and within mutually agreed timeframes.
- Breakaway Toowoomba Inc. will seek resolution that is mutually satisfactory to the complainant, Breakaway Toowoomba Inc. and relevant legislation.
- At any time during, prior to or after this procedure, the participant may refer the matter to an independent party and advise the Chief Executive Officer of their action.

#### **PARTICIPANT COMPLAINTS AND GRIEVANCE LODGED BY STAFF**

- The staff member must report the complaint/grievance in writing to the Chief Executive Officer within one working day of receipt of written complaint/grievance.
- The Chief Operating Officer or delegate which may include one of the Board designated Grievance Officers will document and investigate the complaint/grievance within seven days of receipt of complaint/grievance.
- Once the staff member has followed the procedure of above 2 items the procedures in the Participant Complaints and Grievance Policy should then be followed.

#### **RELEVANT DOCUMENTS/ACTS/POLICIES:**

- (1) Disability Service Standards
- (2) Queensland Disability Service Act 2006
- (3) Queensland Disability Standards Framework

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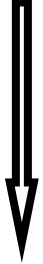
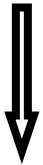
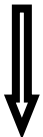
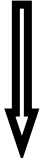
**FOR ADDITIONAL INFORMATION:** Chief Executive Officer or Chairperson  
Management Committee.

Approved (Chief Executive Officer) ..... Date .....

Approved (Chairperson) *Paul E Devine* Date .....

**APPENDIX A  
HANDOUT**

**PROCEDURE FOR DEALING WITH COMPLAINT**

- |   |   |
|---|---|
| <p><b>1. Talk to the worker</b></p>    | <p>1. First speak to the Worker concerned</p>   |
| <p><b>2. Talk to the workers supervisor at the next level of responsibility</b></p>  | <p>2. If the Participant is not satisfied with the outcome of the discussion or does not want to discuss the matter with that Worker, they should talk to the next in charge, the respective supervisor. The Participant should feel free to use an Advocate if they prefer to do so. The Advocate can negotiate on their behalf.</p> |
| <p><b>3. Talk to The Chief Executive Officer</b></p>                                | <p>3. If the issue has not been worked through to the satisfaction of the Participant, then the Participant (and/or Advocate) should take the matter to the Chief Executive Officer. Please note that at any time the matter can be brought to the Chief Executive Officer.</p>   |
| <p><b>4. Discuss Issue with Management Committee</b></p>                           | <p>4. If the issue has not been resolved, then the Participant (and/or Advocate) can express their concerns to the Management Committee.</p>  |
| <p><b>5. Approach Government Funding Officer</b></p>                               | <p>5. If the issue is still not resolved, then the Participant/Advocate can voice their complaint to the Regional Government Department Funding Officer (e.g. Department of Communities or Home and Community Care), or an advocacy or human rights organisation.</p>   |
| <p><b>6. Participant to be Informed about Decisions at all levels</b></p>   | <p>6. The Chief Executive Officer will inform the Participant of the outcome of their complaint at each stage</p>   |

**NOTE:** Levels of responsibility are: Support Worker  
Supervisors  
Chief Executive Officer  
Management Committee  
Funding Departments  
Minister