

5.1 Complaints Policy

PURPOSE

SBH Queensland (the Association) is committed to the provision of quality services to service users, members and other interested parties. A key element of quality service is the ongoing maintenance and improvement of service through feedback from service recipients. As such, the Association values receiving and is committed to resolving complaints from service users, members and other interested parties as they arise, with a view to improving the services and processes of the Association.

POLICY

SBH Queensland is committed to ensuring that all service users of the association, and their families, are free to lodge grievances, to have those grievances dealt with promptly, fairly and non-threateningly by SBH Queensland and to have those grievances resolved if possible. Complainants at all times will feel no threat of retribution, reduction or discontinuation of service. Treatment of disputes and grievances will be fair to both the complainant and respondent. Complainants will be responded to courteously and complaints will be given high priority for resolution and remediation.

WHAT IS A COMPLAINT

An issue or concern which is formally brought to the notice of SBH Queensland in order to bring about change or resolution. It may include any issue which will impact on the future provision of services.

PROCEDURES

Procedures

The person making the complaint is encouraged to have an independent advocate or other person to support them with all aspects related to the making and resolution of the complaint.

Stage One:

Wherever possible an attempt should initially be made to deal with the complaint by the two or more parties involved.

If a complaint is about a staff member or a member of the Board of Directors, the subject of the complaint SBH Queensland is obliged to notify the staff member or director.

A majority of complaints are mediated as part of daily duties, but where a complaint is unable to be resolved to the satisfaction of both parties within 5 working days, the complaint must proceed to stage two of this policy.

Stage Two:

Where a complaint is unable to be resolved within 5 working days, or where the person making the complaint wishes, the complaint will be handled by the Manager of the Association. If the complaint is in relation to the Manager, the complaint will automatically proceed to stage 3 of this policy.

Complaints may initially be made in person, by phone or in writing but a complaint form must be completed at this stage.

The complaint form is to be completed preferably by the person making the complaint or his or her support person; otherwise a staff member or director will complete it.

The Manager of the Association will investigate the complaint in consultation with any staff member(s) who is/are directly involved.

The manager will write to all parties concerned advising them of the outcome of the investigation. This letter must advise the complainant of the next step to take if they aren't satisfied with the outcome.

Where a complaint remains unresolved to all parties' satisfaction at this stage, or if the investigation takes more than one calendar month, the matter will automatically proceed to stage 3 of the policy.

Stage Three:

At this stage, complaints will be forwarded to the Secretary of the Board of Directors of the Association for consideration at the next Board meeting or a relevant subcommittee of the Board of Directors.

The Board of Directors or Subcommittee will decide the steps required to resolve the complaint.

If a member of the Board of Directors is involved in or the subject of a complaint they must remove themselves from the decision making process.

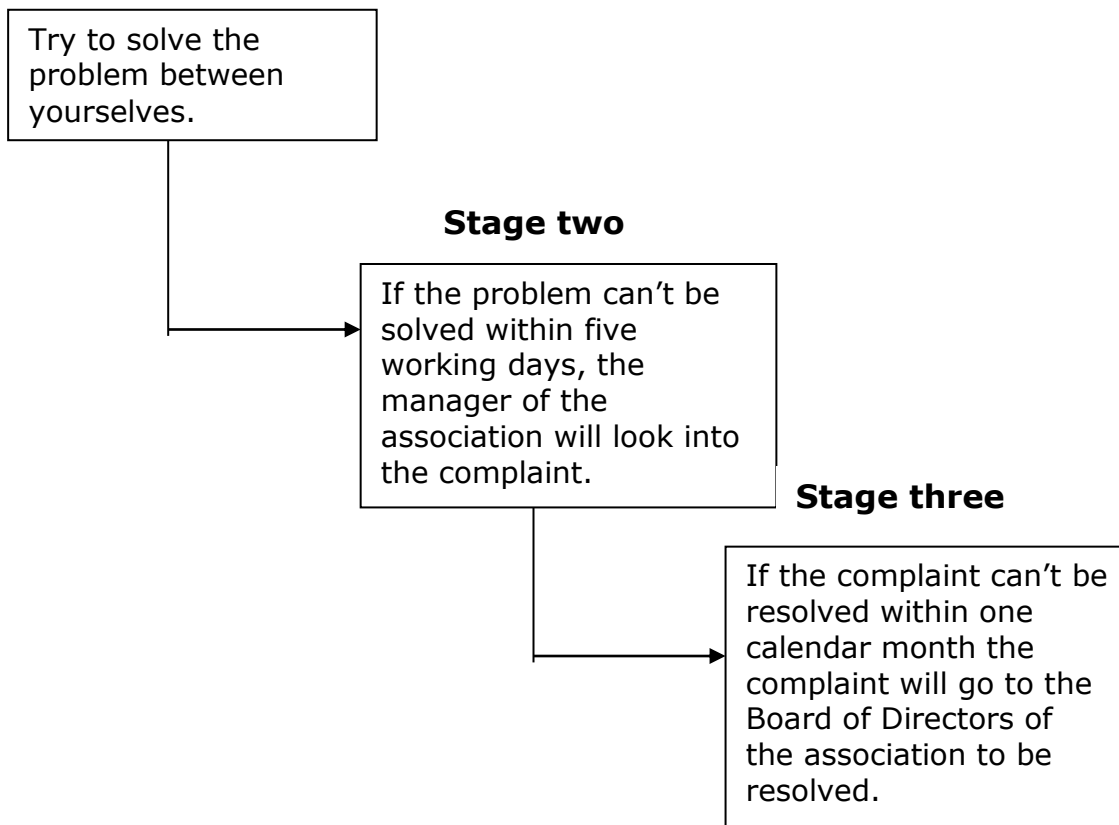
The Service User Complaint form and all relevant documentation will be kept in the Complaints File. An entry will be made in the Complaints register kept in the front of the Complaints file. The Complaints file is kept in a securely locked cabinet which cannot be accessed without authorisation of the manager or Board of Directors.

Where people making a complaint are dissatisfied with the association's response, they may contact

- the Queensland police
- the Office of the Public Guardian 1300 653 187
- the Commissioner for Children and Young People 1800 688 275
- the Department of Communities Complaints Team 1800 080 464

Complaint Handling Process

Stage one



DELEGATION

Policy delegations	
Review of policy and policy compliance	CEO
Approving policy and policy changes	CEO

DOCUMENT AND RECORD KEEPING

Documents related to this policy	
Related policies	
Forms or other organisational documents	<ul style="list-style-type: none"> • Service User Complaints Form • SBH ASSIST brochure • Complaints Register • Guidelines for advocates • Complaints file (hardcopy)

Records	<ul style="list-style-type: none">• Board minutes file
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POLICY REVIEW

Document Identifier:	5.1	Version: 8
Approved by:	Date Approved	Next Review Due
CEO	25/05/2018	30/06/2020