

Responding to Complaints Procedure

This procedure should be read in conjunction with the 'Governance and Leadership Policy'.

Informal Complaint

1. Complaint is received and/or directed to the Supervisor on Duty.
2. If the problem is about an issue that is outside the control of the service, the Supervisor will let them know who they should contact if they wish to take the matter further.
3. The Supervisor will assess the complaint to determine if this a reportable matter that must be referred to the Centre Manager immediately.
4. If not, and the concern can be addressed and resolved immediately, the Supervisor resolves the issue and documents the details for future reference.
5. If the complaint is not able to be resolved immediately by the Supervisor, the Centre Manager will be notified to assess the situation and discuss with relevant parties to determine if a resolution is achievable.
6. If a resolution is not achieved, the complaint will be raised as a Formal Complaint.

Formal Complaint

1. The Centre Manager will notify the General Manager of the complaint and keep them informed throughout the process.
2. The Centre Manager will assess the complaint and report to relevant authorities as required.
3. The Centre Manager will arrange a meeting with the complainant, and/or other relevant parties, to discuss their concerns and they will be given an opportunity to suggest how the situation could be rectified to their satisfaction. Confidential conversations will take place in a quiet area away from others.
4. If a resolution is not achieved, a formal investigation will be conducted.
5. After an investigation with all relevant parties has taken place the General Manager and Centre Manager will determine an outcome and notify the complainant of their decision.
6. If the matter is still not resolved, the complaint will be referred to an external party for resolution.
7. All relevant authorities will be updated by the Centre Manager.

PROCEDURE VERSION AND REVISION INFORMATION

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|  | Current version | 1 |
| Authorised by GENERAL MANAGER | Last review | May 2021 |