

## Policy B02 Grievance Policy

Scope Home Access recognises the rights of clients and other interested parties to raise complaints about any aspect of our services. Scope Home Access regards complaints as a positive component of service evaluation and review and believes that an organisation's response to client grievances is an important component in creating quality services.

### 1.0 GRIEVANCE POLICY

#### 1.1 ENCOURAGING COMPLAINTS

Scope always encourages client feedback (positive and/or negative) on work performed and if required, a complaints process is available to resolve any serious issues. This policy is intended to ensure that complaints are handled fairly, efficiently and effectively.

On entering a service of Scope Home Access all clients are issued with a copy of an Information and Service Guide relevant to the service type. Our Information and Service Guides include information about the process involved in making a complaint or providing feedback and this information is also reinforced verbally during Intake procedures.

Information and Service Guides also contain information about the use of an advocate, including an independent advocate.

1.2 All complaints are dealt with in accordance with Privacy and Confidentiality requirements (see *Policy B01 Privacy, Dignity and Confidentiality*).

1.3 Clients are encouraged to raise complaints directly, through advocates, family members or carers. Clients may have an advocate, family member or carer accompany them at any stage of the complaints process.

1.4 The Grievance Policy is available for download from the organisations website and is made available on request to any service provider, disability agency, member of the general community, or other interested party and complaints and feedback are duly encouraged.

1.5 Scope Home Access' policy is to follow the principles of procedural fairness and natural justice and comply with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, where applicable, and the Aged Care Quality Standards, where applicable.

#### 2.0 MANAGEMENT OF COMPLAINTS

The complaint management process and investigation will adhere to the principles of impartiality, privacy, confidentiality, transparency and timeliness. Complaints will not be discussed with anyone who does not have responsibility for resolving the issue. Scope Home Access will take into consideration any cultural and linguistic needs of a client and provide information for the relevant support mechanism such as an interpreter or similar. Scope Home Access maintains that complaints and feedback can be managed effectively through:

- implementing an open and transparent complaint handling system
- observing the principles of natural justice and compliance with relevant mandatory reporting under Australian law

- committing to the right of stakeholders to complain either directly or through a representative
- undertaking procedural fairness to reach a fair and correct decision
- taking reasonable steps to inform the complainant of the Aged Care Quality and Safety Commission or NDIS Commission Complaints Process, including the use of various communication means, e.g. oral and written
- maintaining complete confidentiality and privacy
- abiding by the NDIS Code of Conduct and Charter of Aged Care Rights
- training staff in our complaint process and the rights of all stakeholders to complain
- considering all complaints seriously and respectfully
- advising clients of their rights to complain; informing them on how to make a complaint directing them to the complaint process outlined in the Information and Service Guides and assisting them to understand the process provision of support for people who may need assistance to make a complaint
- protection of complainants against retribution or discrimination
- prompt investigation and resolution of complaints
- communicating and consulting with clients, family and advocates during the complaints process and providing feedback and resolutions
- interpretation and application of policies and processes
- providing opportunities for all parties to participate in the complaint resolution process
- accepting Scope Home Access and staff accountability for actions and decisions taken due to a complaint
- committing to resolve problems at the point of service or through referral to alternatives
- committing to use complaints as a means of improving planning, delivery and review of services through our continuous improvement processes
- referring complaints and feedback into our quality management systems for continuous quality improvement
- review this policy periodically and associated procedures.

### **3.0 APOLOGIES TO CLIENTS AND FAMILIES**

In many instances it may be appropriate to apologise to a client or their family in response to a complaint they have raised. In most instances apologies for a poor service are not admissible as evidence of legal liability (Civil Liabilities Act 2002).

**3.1** Staff are encouraged to offer sincere and genuine apologies to a client or their family where they have received poor service, been provided with wrong information or have not been consulted in relation to a change in service provision.

**3.2** In certain circumstances, exempted under the Civil Liabilities Act, an apology may act as an admission of liability. In these instances, staff should first consult with management and legal advice may be obtained for the organisation. In these instances, an apology may also invalidate Insurance coverage held by the organisation.

Legal advice is sought in relation to:

- Any violent act committed with intent to cause injury or death (including sexual assault)
- Injury caused by exposure to cigarette smoke or contraction of a dust disease
- Loss or injury arising from a motor vehicle accident
- Injury covered under the Workers Compensation Act
- Defamation



#### 4.0 DOCUMENTATION OF COMPLAINTS

Scope Home Access documents all complaints in order to monitor individual outcomes and to utilise data for planning purposes. All record keeping is confidential.

**4.1** Scope Home Access accepts complaints in writing or verbally. If a complaint is in writing it may take the form of a letter or other written document or it may be submitted to the organisation on the Scope Home Access Complaints Form *See Appendix 01a*.

**4.2** Where a complaint is made verbally the staff member recording the complaint should transfer the information onto the Complaints Form *See Appendix 01a* for further management. In these instances, the staff member should read back to the person lodging the complaint what information has been recorded to ensure that it accurately reflects the concerns being expressed. The staff member should also try to ensure that as much information as possible is recorded including what, if any, redress the complainant is seeking. The complainant may sign the record of complaint, however if they nominate not to do so, this does not affect the way the complaint is handled.

**4.3** The Complaints Form records the following information:

- Date
- Name of Complainant
- Nature of Complaint
- Person with whom the complaint was lodged
- Level in service at which the complaint was dealt with
- Agreed outcomes satisfactory to client
- What actions are required by Scope Home Access to modify services provision

**4.4** Documentation of a complaint relating to an adult service user is kept in a locked cabinet in secure premises for seven years. Documentation of a complaint relating to a child service user is kept in a locked cabinet in secure premises for seven years after the child attains the age of 18. Files are then destroyed in a manner commensurate with privacy requirements. Access to complaints files is restricted to the Manager, Client Services, the CEO and Chairperson.

#### 5.0 MONITORING AND REVIEW OF COMPLAINTS

Scope Home Access encourages and welcomes complaints and acts promptly and appropriately to ensure that each individual complaint is resolved. Where appropriate, service provision or operational systems change is implemented.

**5.1** All individuals are encouraged to make complaints and to give as much feedback as possible in order for Scope Home Access to consider and review its services.

**5.2** Scope Home Access records and utilises complaints in its service evaluation system and regards client feedback (both positive and negative) as an essential component in strategic planning.

#### RELATED POLICY:

- B06 Workplace Sexual Harassment
- B05 Human Rights and Valued Status
- B10 Dealing with Abuse and Assault of an Adult



- B11 Dealing with Abuse and Assault of a Child
- C11 Unreasonable Complainant Conduct
- D02 Performance Counselling, Disputes & Terminations
- D07 Employee Code of Conduct
- E12 Quality Statement
- E13 Quality Systems

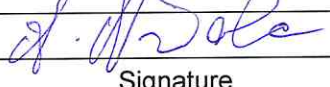
#### RELATED PROCEDURES:

- WHS Policy and Procedures Manual
- APPENDIX 01a – Complaints Record Form
- APPENDIX 01b – Complaints Record Form

#### RELEVANT LEGISLATION AND/OR GOVERNMENT POLICY:

- Fair Work Act 2009
- Work Health and Safety Act 2011 (WHS Act 2011)
- Civil Liabilities Act 2002
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- Aged Care Quality Standards

#### POLICY APPROVAL BY BOARD OF DIRECTORS

Anja Nivala / Chairperson		23/11/2020
Print Name/Title	Signature	Date

## APPENDIX 01a COMPLAINT RECORD FORM

PART A - TO BE COMPLETED BY OR ON BEHALF OF COMPLAINANT	
Date:	
Person making Complaint:	
Address:	
Email address:	
Phone Numbers:	
Preferred contact method:	
Person with whom complaint was lodged:	
Person completing this form. Name:	
Complaint made via:	<input type="checkbox"/> Telephone <input type="checkbox"/> Letter (attached) <input type="checkbox"/> In person <input type="checkbox"/> Other.....
Service provided:	
Location (if relevant to complaint):	

If you are making the complaint/feedback on behalf of another person provide the following details:	
Your Name:	
What is your relationship to the person?	
Does the person know you are making this complaint/providing feedback?	
Does the person consent to the complaint/feedback being made?	

**Statement to be read by/to the complainant:**

Clients/consumers and other interested parties are encouraged to complain about any aspect of service delivery and are assured that their complaint(s) will be dealt with in a prompt, fair and confidential manner and without retribution. Any Complaint will not prejudice their right to future service provision for Scope Home Access and that any feedback helps us to maintain and improve the quality of service delivery.

Signed - Read by/to complainant:

**Details of complaint: (attach pages if required)**

**What would you like to happen now? (What outcome is the complainant seeking?)**

--

**Staff Use Only**

**Please tick, was the complainant:**

☐ Given a copy of Scope the Scope Home Access Grievance Policy (Policy B02) and informed of the time frames/processes for resolution of complaints?

☐ Offered assistance to complete the complaint form?

☐ Informed of their right to have an advocate or family member with them through any part of the complaint process?

☐ Informed of the Privacy Policy in relation to complaints?