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| The Junction Clubhouse Cairns Ltd (The Junction) | | |
| Policy: Complaints by members | | |
| Policy number: JQS.P5.2v.2 | | Date adopted: 22/08/2018 |
| Authorised by: The Board | | |
| Date last reviewed: 06/11/2019 | Reviewed by: Quality Review Panel | Date of next review: 06/11/2020 |
| Related Documents: | | |
| Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction | <ul style="list-style-type: none"> • WHS Policy • Feedback Policy • Feedback Policy • Staying Safe at the Junction • Members Handbook • Privacy and Confidentiality policy • Complaint form • How to make a complaint flowchart | |
| Other standards | <ul style="list-style-type: none"> • National Mental Health Standards • The International Standards for Clubhouse programs • Human Services Quality Standards • NDIS Practice Standards | |
| Legislation or other requirements | <ul style="list-style-type: none"> • Work Health & Safety Act 2011 • Privacy Act 1988 • National Disability Insurance Scheme (Provider Registration and Practice Standards) rules 2018 • National Disability Insurance Scheme (Complaints Management and Resolution) rules 2018 • Human Rights Act 2019 (QLD) | |

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| Definitions | <p>Complainant means the person who is making the complaint</p> <p>Respondent means the person against whom the complaint is made</p> |
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1. Purpose:

The purpose of this policy is to ensure that all member complaints are handled fairly, culturally appropriately and consistently, and wherever possible resolved to the complainant's satisfaction. Dealing well with complaints and appeals helps The Junction to maintain and improve our service quality and satisfy members that the process has been fair and transparent.

Complaints and appeals processes give members a way of expressing any dissatisfaction with our service and of having their concern dealt with quickly and effectively. The procedures guide us in responding both culturally, appropriately and fairly to complaints and to appeals.

2. Scope

While this policy was developed for members, it may also apply to employees, contractors, volunteers and visitors involved in the operations of The Junction.

3. Policy statement: Our commitment

The Junction is committed to being open and responsive to any complaints presented by members. We will always seek an outcome to a complaint, wherever possible, which is satisfactory to the complainant. We will facilitate people's right to make a complaint about our service, to appeal a decision we have made that directly concerns them, and to ensure that their complaint or appeal is fairly assessed and responded to promptly. Therefore, we aim to ensure that:

- We acknowledge the complaint received.
- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- There will be no reduction or discontinuation of services or any recriminatory action taken against a member who makes a complaint

- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints, use them to improve our service, and review, each year, our complaints policy and procedures
- The principles of natural justice apply.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation, when appropriate, between the complainant and the person who is the subject of the complaint.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure shall be followed.

4. Procedures

4.1 Information about our complaints and appeals procedure

All members are informed of their rights and responsibilities and our complaints process through the **Members Handbook** at the earliest possible stage of their involvement with our service. A **How to make a complaint flowchart poster** is located on The Junction's noticeboard. Through their contact with employees and other members, they are provided with information about their right to make a complaint or to appeal a decision, and the procedures that will be followed if they do.

4.1. How members can make a complaint or appeal a decision

The Junction invites members to submit complaints regarding any aspect of the organisation's operations. As a member, you can make a complaint by following the process below:

- If it is an operational issue, for example, something is not working properly at The Junction, you can tell an employee or the Director
- If it is about another person eg member or employee at The Junction, try speaking to the person about whom you are complaining (the respondent) to try and resolve the complaint between you
- If you are not comfortable speaking to the person, complete a **Complaints form** and give it to an employee or the Director. Note that any employee at The Junction can receive a complaint and they will take it to the Director for resolution

- If you do not wish to or are unable to fill out a complaint form, you can speak to an employee or the Director who will complete the form in your presence
- If you wish to, bring a support person at any stage of the process
- If you feel unable to make a complaint to The Junction directly, you are able to contact an external agency – see below at **4.2.9**.

4.2. How we will respond to a complaint or appeal

Once a complaint has been received the following process will occur:

1. Action to resolve the complaint will commence within 2 working days of the complaint being made
2. An investigation will be facilitated if the Director's assessment of the complaint determines it is necessary
3. If the complaint is about how The Junction operates, it may be easy to resolve if it is within the Director's power to do so. If not, it may need to go to the Board for a satisfactory course of action
4. If the complaint is about an employee or another member (the person who is the subject of the complaint – the respondent) then they will be informed of the nature of the complaint
5. Under the principles of natural justice, the respondent will be given the opportunity to respond to the complaint
6. The respondent will be advised that they may bring a support person to any meetings regarding the complaint
7. If a complaint is complex it will likely take more time to resolve. The Junction will attend to all complaints as promptly as possible and keep the complainant appropriately informed of process and outcomes
8. If the complaint is unable to be resolved, the Director will consult the Chair of the Board and together make a final decision. The Director or nominated delegate will advise both the person who made the complaint and the person who is the subject of the complaint of the outcome
9. If the person who made the complaint is not satisfied with the decision, they may take the complaint to an external agency, for example, *Rights in Action*

- Phone: 07 4031 7377
Email us: info@rightsinaction.org
Fax: 07 4031 7383
TTY: (National Relay Service) 133 677 (07) 4031 7377
- Or, contact <https://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints>
- Queensland Human Rights Commission
<https://www.qhrc.qld.gov.au/complaints/making-a-complaint> or
phone 1300 130 670

- Disability Services Regional Office Cairns 4048 9900
- The NDIS Commission by: Phone: **1800 035 544** (free call from landlines) or TTY 133 677. Interpreters can be arranged. National Relay Service and ask for **1800 035 544**.

10. Confidential records relating to the complaint will be kept securely by the Director. A non-identifying entry will be made in the **Complaints Register**. The Complaints Register is utilised in The Junction’s continuous improvement processes.

11. If any person makes a complaint about The Junction to an external body per 4.2.9 above (including police, Ombudsman) the Director will be responsible for liaising with the body responsible for investigating the issue. The Junction will fully cooperate in any investigation which may take place. This includes participating in early resolution, conciliation, and/or reporting to the body about resolution and corrective actions required.

5. Review processes

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| Policy review frequency: Annually | Responsibility for review: The Director |
| Review process: The Director as Chair of the Quality Review Panel convenes the panel to conduct review. | |
| Documentation and communication: All policy decisions will be documented and communicated using the Quality Review Panel observing the Document control HTTL. Note: add version number after review. | |