

Member Complaints Policy

1. PURPOSE

The purpose of this policy is to ensure that all member complaints are handled fairly and consistently, and wherever possible, resolved to the complainant's satisfaction. Dealing with complaints and appeals in a fair and transparent manner helps The Junction to maintain and improve service quality. Having a clear complaints and appeals process gives members a way of expressing dissatisfaction which will see their concerns dealt with quickly and effectively.

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"> • Privacy & Confidentiality Policy • Feedback Policy • Staying safe at The Junction • Member Handbook • Work Health and Safety 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 • NDIS Practice Standards • Human Services Quality Standards
Legislation or other requirements	<ul style="list-style-type: none"> • Work Health and Safety Act 2011 • Privacy Act 1988 • Disability Services Act 2006 • 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)

2. Scope

This policy was developed for members, but may also apply to employees, contractors, visitors and volunteers involved in the operation of The Junction.

3. Policy Statement

The Junction is committed to being open and responsive to any complaints presented by members. The Junction will seek to provide, as far as possible, outcomes to complaints which are satisfactory to the complainant, and will facilitate people's right to make a complaint about our service, to appeal a decision directly concerning them, and to ensure that their complaint or appeal is fairly assessed and responded to promptly. The Junction aims to ensure that:

- The complaint is acknowledged upon receipt
- Making a complaint is as easy as possible

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- We treat a complaint as a clear expression of dissatisfaction with the services offered by The Junction, and thus complaints require immediate investigation and resolution
- There will be no reduction or discontinuation of services, or any recriminatory action taken against a member who makes a complaint
- Prompt, polite and confidential handling of complaints will occur
- We respond in the right way – for example, with an explanation, apology, provision of information, etc.
- We learn from complaints, use them to improve our services, and review this policy and related documents on an annual basis
- The principles of natural justice apply

The Junction recognises that many concerns will be raised informally. Where this occurs, The Junction aims to:

- Resolve concerns/complaints quickly
- Keep matters informal/low-key – akin to the way they were raised
- Enable mediation between the complainant and any other person who is the subject of the complaint (where appropriate)

An informal approach to complaint management is appropriate where resolution can be achieved. If concerns cannot be satisfactorily resolved in an informal setting, the formal complaints procedure will 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 *Member Handbook* at the earliest possible stage of their involvement with The Junction. A *how to make a complaint flowchart* is located on the The Junction's noticeboard, and where they require it, further information about a member's right to make a complaint or appeal a decision, and how to do so, can be provided to members by The Junction staff.

4.2 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. A member can make a complaint by following the below process:

- Tell a staff member or the Director of Operations if it is an operational issue
- If the complaint is about another person, the member should first try speaking with that person to resolve the concern
 - If they are not comfortable to do so, or this does not resolve the issue, a Complaint Form is to be completed by the member and given to an employee or the Director of Operations. Any employee at The Junction can receive a complaint (to then be provided to the Director of Operations for resolution)
- If the member does not wish or is unable to fill out a complaint form, a staff member can assist them in doing so by taking their complaint verbally and completing the form on that person's behalf.
- An external agency can receive complaints directly if a member does not feel comfortable raising their complaint with The Junction

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4.3 How The Junction will respond to a complaint or appeal

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

- Action to resolve the complaint will commence within 2 working days of the complaint being made
- An investigation will be facilitated if the Director's assessment of the complaint determines it is necessary
- If the complaint is about how The Junction operates, resolution might be enacted by the Director (if possible). If this is not within the Director of Operation's ability to resolve, the Chair of the Board will need to be involved for a satisfactory solution
- Any subject of a complaint (a "respondent") will be informed of the complaint and given an opportunity to respond
- The respondent is able to bring a support person to any meetings or discussions which are the subject of the complaint
- The Junction will attend to all complaints as promptly as possible, and keep the complainant and any stakeholders informed of the progress and outcome
- Where a complaint is complex, The Junction recognises resolution will take more time
- If the complainant is not satisfied with the outcome, they may raise the complaint with an external agency, such as:
 - Complaints about The Junction
[Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships](#)
1800 491 467
feedback@dstatsip.qld.gov.au
Complaints and Investigations Unit
DSDSATSIP
GPO Box 806
Brisbane, QLD, 4001
DSDSATSIP [online complaints form](#)
 - Complaints about NDIS service provider
[NDIS](#) Commission
1800 035 544
NDIS [online complaints form](#)
 - Human Rights complaints
[QLD Human Rights](#) Commission
1300 130 670
QHRC [online complaints form](#)
 - Disability Services Regional Office (Cairns)
07 4048 9900
- Confidential complaint records will be kept secure by the Director of Operations. Anonymous entries will be made in The Junction Complaints Register, which is used in The Junction's continuous improvement processes.

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- If a person makes complaint about The Junction to an external body, the Director will liaise with and provide information to the body responsible for investigating the complaint.

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