

Policy on Complaints and Disputes

Date adopted.....04/06/2018.....

Latest date for review.....22/06/2019.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

2. PURPOSE

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

The purpose of this policy is to ensure that the services are designed and delivered in ways that offer opportunities for physical and social integration in the general community. The policy has been framed around natural justice principles and individuals' rights as they are specified in the Standards **Australia Complaint Handling Standard as 4269-1995,**

Disability Services Act (1993) and Standard 7 of the Disability Services Standards (1993).

National Disability Insurance Scheme (2013)

This policy applies to all programs and activities.

3. POLICY STATEMENT

The Organisation is committed to ensuring that all clients and their families are free to lodge grievances, to have those grievances dealt with promptly, fairly and non-threateningly by the Organisation and to have those grievances resolved if possible. Treatment of disputes and grievances will be fair to both complainant and respondent, will be responded to courteously, and will be given high priority for resolution and remediation.

4. PROCEDURES

The following procedures are to be implemented to enable that the Organisation meets its policy objective of ensuring that all consumers are free to lodge and have resolved any disputes or grievances regarding staff or its services as laid down in the Disability Services Commissions' Complaints Management Resource File.

The Organisation is required to follow these procedures when dealing with a complaint or grievance.

5. PERFORMANCE STANDARDS

The following performance standards need to be met to ensure that the procedures specified in the Complaints Management Resource file are implemented effectively.

- 5.1 All staff members will be aware of and have ready access to a copy of the Complaints Management Resource File.
- 5.2 There will be a nominated person within the Organisation who is responsible for coordinating complaints and to whom all complaints are referred.
- 5.3 Clients will be advised of their rights to take their complaint to wherever and whomever they feel comfortable with and they will be informed of their right to use an independent advocate.
- 5.4 If the clients have elected to have the complaint dealt with internally, the complaints coordinator will meet with the complainant within five working days of being advised that the consumer wishes to proceed with the complaint internally.
- 5.5 The complaints coordinator will clarify and document the nature of the complaint or concern and the resolution sought by the complainant.

- 5.6 The complaints coordinator will interview the involved parties and assemble a proposed course of remedial action within ten working days of meeting with the complainant.
- 5.7 In the event that the proposed course of remedial action is unacceptable to the complainant, the complaints coordinator will advise the complainant of his or her rights and avenues to take the matter further.
- 5.8 All complaints, resolved and unresolved, will be recorded in a confidential complaints logbook and a non-identifying summary of any complaints will be tabled at the next Management Committee meeting to inform future service improvement efforts.

6. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.