

Complaint Management Policy

Definition

A complaint is any expression of dissatisfaction or concern made to an organisation by a client, customer or from an employee or contractor that relates to the organisation's products or services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.

Policy

Achieve – Speech, Language and Learning Services considers that a complaint may be made in person, by phone, fax, email or in writing. Achieve – Speech, Language and Learning Services will document details of the complaint so that there is a full understanding of the issues, and also an understanding of what the complainant would like to see as a resolution. will endeavour to resolve complaints, if possible, within five (5) business days.

Where a client, staff member or contractor raises a complaint, they have the right to have that complaint:

- received and addressed in strict confidence;
- addressed in a spirit of helpful cooperation and sensitivity; and
- resolved promptly.

If a complaint is raised by a staff member or contractor against another staff member or contractor, both parties have certain rights, including the right to have the complaint investigated, be provided with appropriate feedback and communication on work performance, have fair and consistent treatment and reasonable avenues of redress.

The Directors will manage dealing with complaints themselves, or alternatively, may decide to have an external party investigate the complaint.

Objectivity

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints handling process (Grievance Procedure). The principles of objectivity include:

Openness; to ensure both the complainant and respondent understand the complaints handling process (Grievance Procedure).

Impartiality; to ensure a balanced consideration of all information/evidence is undertaken before a complaint can be resolved without fear or favour, with procedural fairness applying.

Confidentiality; to ensure the complainants and other parties are protected.

Accessibility; to ensure all parties concerned are aware of the complaints handling process (Grievance Procedure) and the lodged complaints progress.

Completeness; to ensure all available information/evidence has been collected from both sides.

Equity; to ensure equal treatment to all people.

Sensitivity; to ensure each case is considered on its merits, paying due care to individual differences and needs.