

CH3.3 DEALING WITH COMPLAINTS PROCEDURE

PRINCIPLE

Activ8 Mind recognises that complaints are an opportunity to review the systems and delivery of services that may have led to the complaint. Maintaining an effective complaints management system enable the development of improvement strategies in both policy and practice of service delivery and operations.

PROCEDURE

<u>ACTIVITY</u>	<u>RESPONSIBILITY</u> <u>TIME-FRAME FOR</u> <u>ACTIVITY</u>
1. The complaint is received by Activ8 Mind through various means such as email, website, telephone, fax, letter.	Recipient
2. The person receiving the complaint must assess the nature of the complaint by obtaining information so as to direct the complainant to the most appropriate person to deal with it. Generally, the complaint should immediately be discussed and escalated to the relevant supervisor	Recipient
3. If the person that is most appropriate to deal with the complaint is unavailable for the rest of that day and the response requires immediate attention, then the complainant is to be given the option to: - for the person receiving the complaint to attempt to get in contact with the person that will be addressing their complaint (message to be left on the persons mobile phone). - leave a message for the most appropriate person and call to be returned the next working day - to speak with someone else that may not be able to adequately address their immediate need	Recipient Within day of receipt
4. The person who will be dealing with the complaint must acknowledge the complaint and discuss the nature and obtain further information regarding the complaint. A timeframe is discussed and agreed upon with the complainant to provide feedback as to the further investigation into the complaint. The complaint is logged into the database under the client 'Feedback' Typed or handwritten information is scanned to the file Additional notes are entered with subject heading – NAME- Complaint – Issue Access to the "Feedback" file is highly restricted and only accessible to management and the system administrator Complaint details specific to a current or past client are also saved in the clients electronic file on the database.	Person managing complaint Within agreed timeframe
5. Investigation into the complaint to occur, this could be done through various formats and must be appropriate to the nature of the complaint and to ensure that information is obtained to adequately resolve the complaint.	Person managing complaint
6. Follow up to occur with the complainant regarding the outcome of the investigations and to discuss the resolution of the complaint.	Person managing complaint

7. If the complaint is resolved, the outcome is to be documented in the electronic 'Feedback & Complaints Register' file and the client file	Person managing complaint
8. If the complaint is not resolved, the person dealing with the complaint must respond until there is a resolution.	Person managing complaint
9. Discussion with the Activ8 Mind worker / contractor who is at the centre of the complaint occurs, facilitated by the supervisor. Subject to severity and whether other policies have been breached, performance planning and disciplinary action may occur Such details, including corrective and/or disciplinary actions will be put in writing and saved to the worker/ subcontractors HR file	Supervisor and Worker
10. Complaint themes are to be discussed at the management meetings and in bi annual employment and performance discussions	Person managing complaint / Management Team
CONSIDERATIONS	
Nil	

ASSOCIATED DOCUMENTS
- Database – Feedback & Complaints Register & Individual HR file & Client file - Organisational Manual Ch3 Quality - Feedback, Meetings, Incident Management - P Ch3 QUALITY - Meetings - F Ch4 STAFF Performance Management Tool - F Ch4 STAFF – Disciplinary Action