

9.a	CLIENT/FAMILY COMPLAINTS PROCEDURE
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Applies to: All HECIS users
Specific responsibility:

Version: 2
Date approved: 11.11.14
Next review date: Aug 21

PROCEDURES

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction with HECIS or the way things are done. This could include issues related to policies and procedures (e.g. development, review, changes); staff behaviour or decisions made without consent, difficulties with access to services or the quality of the service received. It could also relate to staff misconduct or breach of confidentiality.

WHO CAN MAKE A COMPLAINT?

Anyone affected by the service provided by HECIS, including parents and caregivers, other service providers and professionals.

If a client/family wishes they may appoint an advocate to make a complaint on their behalf. This advocate may be a family member, a friend, a professional, or anyone else they choose.

HOW WILL HECIS RESPOND TO A COMPLAINT?

Upon entry to the service, all client/families will be provided with an Summary Information Booklet which contains information about:

- Their right to make a complaint
- How to do make a complaint
- What will happen with the complaint
- Avenues for complaint outside the agency

In recognition of complaints as a means of improving the service, HECIS is pro-active in providing opportunities for clients to express dissatisfaction through informal feedback to the HECIS Co-Ordinator or staff, and by completion of a 'Parent Evaluation of Service' survey upon exit of service or in Term 4 annually.

Unless it is the client/families wish, HECIS will not withdraw services or support to the child or family if they make a complaint. Their wishes will be respected with regard to the service continuing or ceasing during or after the dispute.

All complaints will be accepted, registered and considered without prejudice to the child or family.

All complaints will be treated confidentially. At the time of the complaint, the complainant will be informed of what happens next and who will be involved in resolving the issue.

All complaints will be treated as worthy of serious consideration.

Client/families will be treated with respect and supported in their right to complain. Staff and Management will cooperate with client/families in resolving their complaint or dispute.

All verbal and written complaints will be recorded in a complaints register in the office at HECIS.

HECIS reports to the Management Committee will note if any complaints have been registered.

A member of staff or committee will respond to your complaint within 14 days of receipt. Client/families have the right to nominate the key contact person of their choice.

If a complaint is not resolved at one level within 14 days, it will be taken to the next step in the procedures.

Client/families will be involved and kept informed throughout the process of resolving their complaint.

CONSUMER WITH A COMPLAINT - PROCEDURE

Step 1	Discuss your concern with (or write to) the President of the Management Committee or The HECIS Co-Coordinator Telephone: 02 4587 7277
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within 14 days



Step 2	The President will contact you to discuss your concerns and attempt a resolution. If a resolution is not easily obtained the President will arrange a meeting with you to be attended by the President, and the HECIS Co-Coordinator to discuss the issues raised. You may also include a support person.
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within 14 days



Step 3	Follow up the above meeting with the staff member or Management member concerned and arrange for the appropriate steps to be taken to resolve the issue.
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Step 4	RESOLUTION → If resolved the complaint process and resolution will be recorded in the complaints records book and brought before the next Management Committee meeting for formal resolution. NO RESOLUTION
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within 14 days



Step 5	Approach an external agency for assistance in resolving the dispute. <u>Ombudsman of NSW</u> Phone : 02 9286 1000 Toll Free: 1800 451 524 Email: nswombo@ombo.nsw.gov.au Fax: 02 9286 1008 Web: www.ombo.nsw.gov.au Complaints enquiries: Monday to Friday 9am – 4pm Complaints can be made on the <i>Online Complaints form</i> available from the website <u>Community Services (Complaints, Reviews and Monitoring) Act 1993 No 2</u> The Act provides for any person to make a complaint where relevant (orally or in writing) to the Ombudsman about the conduct of a service provider (or employee) with respect to the provision, failure to provide, withdrawal, variation or administration of a community service in respect of a particular person or group of persons.
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HECIS: CLIENT/FAMILY COMPLAINTS PROCEDURE

DOCUMENTATION

Documents related to this procedure	
Related policies	Managing Complaints
Forms, record keeping or other organisational documents	Parent Evaluation of Service Survey Summary Information Handbook

Reviewing and approving this procedure		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Procedure review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	24.11.15	HECIS Co-Ordinator	Nov 2016
2	20.2.2017	HECIS CoOrdinator	Aug 2017
3	16.8.17	HECIS CoOrdinator	Aug 2018
4	11.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021