



Client Complaints

March 2008

Policy

TADNSW welcomes information and feedback from clients which will enable it to improve the quality of our services. Clients have a right to seek fair, prompt and confidential resolution of complaints, without fear of retribution. No client will be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.

Principles

- Clients are made aware of their right to complain, through service guides and other information resources. Staff and volunteers will provide information about this procedure directly to any client or carer who expresses a concern about their dealings with TADNSW.
- The client has the right to use a family member, friend or advocate of their choice to raise and pursue the complaint on their behalf.
- As far as possible, the fact that a client has lodged a complaint and the details of that complaint should be kept confidential amongst parties directly concerned with its resolution.
- Staff, volunteers or others, who are directly involved in the complaint, will be fully informed of all facts, with the permission of the complainant, and given the opportunity to put their case.
- TADNSW maintains a register of complaints received and their resolution, as an accountability and quality improvement tool.

Steps

Complaints should be raised with the staff member concerned in the first instance. The parties should discuss the matter openly and work together to achieve a satisfactory outcome.

If the client is not satisfied with the outcome, or an acceptable outcome has not been reached within two weeks from the time the complaint was first raised, or the client is not happy to discuss the issue with the staff member concerned, then the matter should be immediately referred to the Chief Executive Officer.

The Chief Executive Officer, or nominated representative, will meet with parties to the dispute to ensure that their concerns are fully understood. Both parties will be given the opportunity to have an independent witness or advocate at the discussion.

The discussion will meet the following requirements:

- the role of each person present will be clearly established
- the process that is to be followed will be clearly outlined
- the parties will be assured that any information obtained or discussed in the conduct of the review is confidential
- the complainant will be listened to, the problem / issue will be assessed, and all efforts will be made to reach a resolution that is satisfactory to all parties
- those involved will take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation

- If deemed necessary, provide the parties with a written summary of the meeting and clarification of the next steps to be taken.

If the issue is still not satisfactorily resolved, and the complainant wishes to pursue the matter, the issue should be discussed with the President of the Board. The President will nominate an appropriate board member to mediate, and then reach a final decision.

The client should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

If after approaching the above people, the client is still not satisfied with the outcome, the client can complain to the NSW Community Services Commission or the NSW Department of Fair Trading.

Related Policies:

Discrimination Prevention Policy
Access and Equity Policy

Signed



Chief Executive Officer

Effective Date:	23 April 2008
Approved:	Board decision 23 April 2008
Date for Review	April 2010