



Grievance and Complaint Policy (Staff, Volunteers, Service Users)

Purpose:

The purpose of this policy is to provide a framework by which employees, volunteers and families, can:

- resolve complaints as they arise in a timely, confidential and respectful manner.
- reach an acceptable outcome that minimizes any potential detriment to ongoing workplace relationships.

The Complaints Procedures for Staff, Volunteers and Service Users provides a description of the process to be used when dealing with a grievance/complaint.

Preamble:

All staff, volunteers and families are free to raise any issue they may have regarding the LEAP Centre.

- Open communication and feedback are regarded as essential elements of a safe, satisfying and productive work environment and provide an atmosphere of trust and respect for service users.
- LEAP will establish mechanisms to promote fast and efficient resolution of workplace and service provision issues.
- No employee, volunteer or family will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.
- Families are encouraged to approach the Board President or Centre Manager to discuss a grievance.

Responsibilities:

It is the responsibility of the **Board of Management** to ensure that all staff:

1. are aware of their obligations and responsibilities in relation to communication and information sharing as well as in relation to handling grievances.
2. identify and attempt to resolve potential problems before they become formal grievances.
3. are aware of and are committed to the principles of communicating and information sharing with employees, volunteers and service users.
4. handle any grievance in the most appropriate manner at the earliest opportunity and with fairness, equity, dignity and confidentiality.
5. ensure that complainants and other people who provide information are protected from any repercussions, reprisals or victimisation.

6. assist service users to identify and clarify the issues underlying their concerns, and what they want as a result of their complaint.
7. keep proper records of all meetings, discussions and outcomes/agreements concerning the complaint and subsequent process for a period of 7 years as required by the NDIS.
8. provide other opportunities for feedback such as suggestion boxes or client survey forms.

Related Documents: Complaints Procedure for Staff, Employees and Service Users (3-1a)
Complaints Record Form (3-1b)
Complaints Reporting Register (3-1bi)
Compliments Record Form (3-1bii)
Information for Parents: Making a Complaint (3-1c)
Management of Complaints client survey (3-1d)

Fair Work Ombudsman: Effective Dispute Resolution Best Practice Guide

<https://www.fairwork.gov.au/sites/default/files/migration/711/effective-dispute-resolution-best-practice-guide.pdf>