

POLICY 009 – Complaints Management

Access Community Housing

Category	Our Organisation	Version	5
Date Last Reviewed	16 October 2019	Reviewed By	Jessica Vidafar
Date Authorised	2 July 2020	Authorised By	Liz Brown
Date of Next Review	2 July 2023	Policy Owner	CEO

SCOPE

This policy sets out the Company’s position and the procedures to be followed in the case of complaints in relation to our clients, staff, Board members, consultants, contractors or complaints directly arising from the performance of duties on behalf of the Company.

This expressly excludes matters within the area of discrimination or harassment, which are covered by the specific Company Policy and Procedures covering those matters, as set out in the foregoing Section.

ORGANISATIONAL COMPLAINTS

The Company considers the building and maintenance of an impeccable reputation to be a critical success factor.

Any incident that may result in, or be perceived to result in, an adverse impact on the Company’s reputation or any person’s wellbeing and legitimate rights is considered serious.

The Company will adopt all reasonable measures available to it, within the law and scope of its authority to promptly and effectively investigate and resolve any complaints received as to its operations, the behaviour and / or performance of any employee or other person in the course of carrying out duties and / or instructions on behalf of the Company.

PRINCIPLES

- The principle of natural justice will apply and will guide the application of this policy and procedures.
- All parties involved in the resolution processes are encouraged to participate in good faith and the principles of natural justice and procedural fairness will be observed.
- Complaints managed under these procedures will be dealt with promptly and sensitively.
- The complaint resolution process will be carried out in good faith and complaints that are found to be frivolous, vexatious, misconceived or lacking in substance will nevertheless be managed with a view to avoiding any adverse impact on the reputation of the Company.

HUMAN RESOURCE COMPLAINTS

The purpose of this policy is to manage internal and external complaints in relation to staff of the Company. All attempts should be made to resolve all staff related complaints informally and as soon as practicable. This policy applies to all staff employed by the Company.

In providing a fair and safe workplace where staff will be treated with dignity and respect, the Company will deal with all staff related complaints fairly, sensitively, consistently and in a timely manner. The Company will do so within its legal obligations according to relevant legislation.

The Company:

- Encourage staff to raise issues of concern as soon as practicable
- Will promptly and effectively investigate all complaints
- Where possible will provide staff with a process that allows for complaints to be resolved in an informal manner
- If required will allow for formal mediation to resolve complaints
- Will provide a consistent approach to all complaints to allow for transparency and fairness
- Will ensure that all complaints relating to members of staff remain confidential and that no staff member is disadvantaged through raising a complaint
- Where required, may initiate disciplinary procedure investigations immediately in response to allegations of conduct or behaviour against a staff member that may be considered misconduct or serious misconduct.

CLIENT COMPLAINTS

Clients have the right to efficient and effective management of complaints and appeals, and will continue to be treated in a respectful manner during any complaints or appeal processes.

Clients have a right to complain and will be provided with information on the processes involved in making a complaint.

Clients have the right to request a review or to appeal any decision made by the Company

The purpose of this policy is to:

- Deal with any matters regarding a complaint or appeal, which tenants may have with the Company.
- Ensure tenants are aware of the processes involved in making a complaint, seeking a review or lodging an appeal of any decision.
- Ensure that a request for a review or an appeal of any decision is dealt with in a transparent and timely manner

ACHC recognises that our clients, their supports, organisations and community members have the right to raise issues of concerns with ACHC. Accordingly, ACHC will endeavour to provide a fair and just environment, by aiming to ensure that clients have access to a process for the resolution of complaints related to the services provided by ACHC.

All complaints will be:

- acknowledged (unless anonymous), investigated and remediated;
- handled in a fair and positive manner with confidentiality maintained (as much as possible) throughout the process;
- recorded on the relevant Complaints Register with high-risk complaints and unresolved complaints included in Board reporting for service improvement purposes. The Complaints Register will include details of the complaint, the actions taken and the outcomes of the complaint; and

- handled with the aim of resolving the complaint expediently and appropriately, and making any warranted improvement to procedures, service delivery and policy.

ACHC will use its reasonable endeavours to:

- deal with complaints in a supportive way, without victimisation or intimidation of any person connected with the complaint;
- encourage fairness, impartiality and the resolution of complaints as promptly and as close as possible to the source of the complaint;
- have all staff seek to resolve complaints expeditiously;
- fully document the complaint;
- consider the client's wishes will be considered in determining the appropriate steps and actions.

ACCOUNTABILITY

All housing and management staff shall be accountable for receiving and attending to Client Complaints Resolution.

RELATED PROCEDURES

- Organisational & HR Complaints Procedures
- Client Complaints Resolution Procedures

END