



POLICY TITLE: COMPLAINTS POLICY

POLICY CLASS: OPERATIONAL POLICY (CEO DELEGATION)

POLICY PRINCIPLES

- ***We welcome complaints from people living with disability, their families, their supporters, and other people with an interest in our work;***
- ***We see complaints as an opportunity for us to improve what we do;***
- ***We aim to make it as easy as possible for people to get their complaints to us and will support people to do this;***
- ***We respond without undue delay and aim to resolve complaints as quickly as possible;***
- ***We demonstrate that we have made any agreed changes;***
- ***We respect people's right to confidentiality throughout the process.***
- ***People making a complaint will not be treated differently as a result of doing so;***
- ***There are no fees or charges associated with making a complaint to the Julia Farr group;***
- ***Where possible, there will be continuity of staff dealing with the complaint;***
- ***We follow up with people on their experience with our complaints system;***
- ***We review the contents of this policy at least annually.***

PROCEDURES

1. Complaints can be made either verbally or in writing and will be treated with equal importance. Phone us on 8373 8333 to make a verbal complaint. A feedback form is available on our website and at the Julia Farr group offices, 104 Greenhill Road, Unley.
2. All completed forms are received by Julia Farr group reception and recorded.
3. All complaints are acknowledged within 48 hours, confirming receipt, advising the timeframe for a response, and giving the name of a contact person. This person will be responsible for investigating the complaint.
4. Information is gathered and recorded, and the complainant is supported and encouraged to contribute further information as required. All information provided to us will be handled in accordance with our Privacy Policy and the Privacy Act 1988. More information is available at www.privacy.gov.au.

5. The Julia Farr group will try to resolve all complaints as quickly as possible, through informal discussion, mediation and or provision of an apology where appropriate as an initial process. We aim to reach a mutually satisfactory outcome every time.
6. Following investigation, a written response, signed by the CEO will be sent within 10 working days of the date of the complaint being acknowledged. The letter includes information on what the complainant can do if they are not satisfied with the response.
7. For more complex matters, where a full and complete response is not possible within 10 days, a letter will be sent within the same timeframe advising on progress and indicating a date for receipt of the complete response. Further updates will be sent at no greater intervals than 10 days, until a complete response has been prepared and sent.
8. If the complainant remains dissatisfied, they can refer the matter to the appropriate Julia Farr Board of Governors, and will be supported to do so by the contact person.
9. On receipt, an acknowledgement is sent within 48 hours.
10. The Board will set up a committee to examine the matter, and call for any and all information it requires, including further contributions from the complainant or her/his representatives.
11. The Board shall make a decision based on the committee's findings, and convey this decision to the complainant within 20 working days of the letter of acknowledgement. The response includes guidance on the external agencies they can approach if they are not satisfied with the response.
12. The final outcome is recorded in the database, including any follow-up to demonstrate the implementation of any agreed changes to the Julia Farr group's work practices.
13. The Julia Farr group will follow up with complainants 3 months after a complaint has been resolved, to make sure they remain satisfied with the outcome.

Date of this version April 2015

Signed

Chief Executive Officer

Date of next review April 2016