

Julia Farr group



PROCEDURE

Procedure Number	A6.2.1
Procedure Title	Complaints
Procedure Classification	Feedback, Planning and Improvement

1. PURPOSE

The purpose of this procedure is to provide clear instructions on how to process customer complaints received by staff and management of the Julia Farr group.

2. DEFINITION

'Julia Farr group' refers to Julia Farr Association (trading as JFA Purple Orange), Julia Farr Housing Association (trading as inhousing and including Stretchy Tech) and the Julia Farr MS McLeod Benevolent Fund, and any and all auspiced arrangements involving employees and office of entities within the Julia Farr group.

3. RECORDING AND RESPONDING TO COMPLAINTS

Julia Farr group invites individuals to submit complaints regarding any aspect of the organisation's operations. It is anticipated that some complaints raised by customers will be resolved informally between the customer and staff involved. If a satisfactory resolution fails to be reached, the following procedure applies.

- The Executive Assistant to the Chief Operating Officer is the main point to which complaints should be directed, however, complaints may be received by any staff member of the Julia Farr group.
- In the event of incidents of abuse, neglect, accident and/or injury please refer to [Accident, Injury, Incident, Hazard Reporting and Investigation Policy](#) and [Disclosure of Abuse or Neglect Policy](#).
- All complaints should be in writing. Staff are encouraged to get the complainant to fill in a Complaints and Feedback Form. Should this not be possible, as soon as the complaint is made, the staff member who has been informed of the complaint should complete a Complaints and Feedback Form and record what feedback or complaint was made.
- If members of staff other than the Executive Assistant receive the complaint, the form should be forwarded electronically to the Executive Assistant.
- The Executive Assistant will log the complaint on the Complaints Register and refer it to the Chief Operating Officer who will determine which department the complaint should be referred to. The complaint will then be passed on to the identified team member (the 'investigating officer') for action. Executive management will work with the investigating officer to determine a course of action for the investigation. In the event the complaint is about the Chief Operating Officer, the Chief Executive Officer shall appoint the investigating officer and oversee the process. In the event the complaint is about the Chief Executive Officer, the Chief Operating Officer shall refer the matter to the Board Chair, for the Board to appoint an investigating officer and oversee the process.

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- The investigating officer will address the complaint. Action to resolve the complaint will commence within two working days of the complaint being made (this includes contacting the complainant and acknowledging the complaint). 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:
 - o Complainants will be provided with a copy of the Complaint Resolution Flow Chart;
 - o Complainants will be provided with a copy of Julia Farr group Advocacy Policy; and
 - o The complainant is to be informed of his or her right to have a support person or advocate present to assist or represent them during this process.
 - o The complainant is to be informed that our commitment to privacy and confidentiality means:
 - We will uphold any request the complainant makes in respect of their own privacy and confidentiality
 - The complainant is not permitted to access the private and confidential information of another person or organisation
- In particular, the investigating officer's activities may include gathering information relevant to the complaint (including supplementary information from the complainant, together with preferred remedies), testing the complaint against any values, principles, standards, protocols, agreements etc and gathering testimony from any other relevant stakeholders.
- In circumstances of specified illegal/criminal behaviour the investigating officer will cease investigation and consult with executive management about the appropriateness of referrals to police. This does not negate a staff member's mandatory reporting obligations.
- Possible outcomes can include:
 - o Clarification to the complainant about agency values, principles, standards, protocols, agreements etc;
 - o Commitment to improve organisational policy, practice etc;
 - o Action relating to staff or volunteers or governor practices; and/or
 - o Notification to external parties.
- Based on the above, a course of action will be decided upon by the investigating officer within ten days of the complaint being acknowledged (or within 12 days of the complaint being lodged, whichever is the shorter).
- Once action has been determined, the team member responsible for the action will return the Complaints and Feedback Form to the Chief Operating Officer. This form should detail the proposed actions. Once reviewed by the Chief Operating Officer, and if it is believed these actions resolve the matter, the investigating officer will correspond with the complainant and a copy of this form sent to the Executive Assistant for filing.

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- If the issue remains unresolved, the complaint will be referred to the Chief Executive Officer for review, who will convey a decision to the complainant within 20 working days of the letter of acknowledgement.
- If the complainant is not satisfied with the resolution, the individual may wish to approach an external party such as (but not limited to) the following to identify any resourcing pathways for advancing their concern:
 - o Health and Community Services Complaints Commission
 - o Disability Advocacy and Complaints SA
 - o Advocacy for Disability and Inclusion (formerly Family Advocacy)
 - o Independent Advocacy SA
 - o Citizen Advocacy SA
 - o Disability Rights Advocacy Services SA (formerly MALSSA)
 - o Brain Injury SA (formerly BINSAs)
 - o Legal Practices
- The final outcome is recorded, including any follow-up to demonstrate the implementation of any agreed changes to the Julia Farr group's work practices.

4. RECORD KEEPING

Copies of all correspondence and other materials received in connection with any complaints will be kept for seven years.

The Complaints Register and files will be confidential and access is restricted to executive management.

5. FORMS/TEMPLATES

[Complaints Resolution Flow Chart](#)

[Complaints and Feedback Form](#)

[Complaints Register](#)

6. RELATED POLICIES

[Privacy Policy](#)

[Advocacy Policy](#)

[Confidentiality Policy](#)

[Complaints Policy](#)

[Disclosure of Abuse and Neglect Policy](#)



[Accident, Injury, Incident, Hazard Reporting and Investigation Policy and Procedure](#)

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7. CHANGE HISTORY

Version	Effective Date	Significant Changes	Custodian
V1.0	15 April 2015	Formatted onto current template	Administration
V2.0	20 January 2020	Formatted, reviewed and updated	Cat Morgan
V2.1	13 November 2020	Amendments to text	Robbi Williams

	NAME	TITLE	SIGNATURE	DATE
Author	Geoff Barber	Chief Operating Officer		13 November 2020
Authoriser	Robbi Williams	Chief Executive Officer		13 November 2020

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