

North West Residential Support Services Inc.
Policies & Procedures
COMPLIMENTS & COMPLAINTS

Number: <2>
Effective From: <January> <2016>
Replaces: <1>
Review: NWRSS Board
Contact: Neal Rodwell, General Manager
Review Date: <January> <2018>

This policy covers the people supported by the organization, their families and advocates, staff and the general public.

If you wish, you may use the form in this document.

Please lodge compliments or complaints with:

- The Direct Service Coordinator
- The Direct Service Manager
- The General Manager
- The President of the Board of Management or a Board member of your choice.

The organization's postal address, PO Box 254, Wynyard TAS 7325 can be used. Address it to the person of your choice.

All compliments and complaints are registered with the full Board of Management including all reports and documents that are generated by an investigation into a complaint.

All complaints will be thoroughly investigated by the General Manager unless the person making the complaint requests otherwise or the Board deems that someone else should conduct the investigation. The investigation process will give full consideration to privacy, confidentiality and natural justice. Natural justice includes a free exchange of all information between all parties formally involved in the complaint. The person making the complaint will receive a written response outlining the investigation process within two full weeks.

In the case of abuse the process will follow the steps outlined in Disability Services' – Preventing and Responding to Abuse in Services Procedures

If the person making the complaint is not happy to lodge it with the organization or not happy with the response or outcome the General Manager will, without question, supply contact details for:

- Disability Services
- A list of advocacy services
- The Ombudsman
- The Police

When making a complaint please ensure that you cover the following:

- Outline clearly and precisely what the complaint is
- Are there any witnesses or other people that should be consulted in the process of investigating this complaint?
- Is there a person you would like to be present during any discussions with you in the investigation process?
- What resolution are you hoping for if the complaint is substantiated?

For people being supported by the organisation, who may not be able to verbalise a complaint or understand the lodgment procedure, alerts are included under Health in Building Better Lives, and in Lifestyle Support Team and Management Team meeting agendas. These alerts ask support staff to be vigilant at all times for signs of complaint from the people being supported. Such signs include: health fluctuations and depression. Complaints from this source are investigated firstly by the Direct Service Coordinator and referred to the Direct Support Manager if they are not resolved and symptoms persist.

www.nwrss.org.au

**NORTH WEST RESIDENTIAL SUPPORT SERVICES INC
COMPLIMENTS & COMPLAINTS FORM**

Name:	Date:
Address:	Phone:
	Postcode:
Relationship to NWRSS:	
Compliment/Complaint made via:	
Telephone Letter Verbal Anonymous Other	
Date of Compliment/Complaint: / / Date: Received: / / Response Due: / /	

COMPLIMENT/COMPLAINT DETAILS

Signature:

OFFICE USE ONLY

ACTION TO BE TAKEN	OUTCOME
Complainant Notified: / /	