

Policy Title	COMPLAINTS POLICY		
Policy Number	OP01	Version	6
Date Approved	October 2021	Review Date	October 2024

This Policy is applicable to:

- All house users
- Community members

Introduction

The Kensington Neighbourhood House is committed to being open and responsive to any complaints received by House users and members of the community. It will at all times seek an outcome to a complaint which is satisfactory to all parties.

Purpose

The purpose of this policy and procedure is to:

- Ensure the existence of a procedure through which clients and members of the community can communicate any complaints regarding the Kensington Neighbourhood House's programs and services, functioning or operations.
- Enable Kensington Neighbourhood House to benefit from all complaints ensuring that they are recorded, considered, resolved and monitored.
- Establish the principles that govern the Kensington Neighbourhood House's response to complaints.
- Ensure that House users and members of the community are aware of the content of this policy and procedure.

Policy

The Kensington Neighbourhood House will:

- Maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.
- Ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.
- Encourage those who have a complaint in relation to services or to the actions of one of its staff members or volunteers to express this through the formal complaints procedure.
- Ensure that the complainant and the person being complained about (if any) are informed of their right to have a support person or advocate present to assist or represent them during the formal complaints procedure. Formal complaints can be written or verbal. If verbal, the assisting staff member/board chair will document the complaint and either the complainant or assisting staff member must sign the document.
- Address all complaints in a confidential manner. Action to resolve the complaint will commence within two working days of the complaint being made. Only the people directly involved in making, investigating or resolving a complaint will have access to information about it.
- Ensure that the complaint investigation is impartial. No assumptions will be made nor any action taken until all relevant information has been collected and considered.

- Ensure that any complaint is free of repercussions for the complainant. Management/board chair will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.

The Kensington Neighbourhood House recognises the rights of individuals to approach an external agency if the formal complaints procedure has not resolved the issue to their satisfaction.

Procedure

1. Recording and Responding to Complaints

- 1.1** The Kensington Neighbourhood House invites individuals to submit complaints regarding any aspect of the organisation's operations.
- 1.2** It is anticipated that most complaints raised will be resolved informally between the complainant and staff involved. If a satisfactory resolution fails to be reached, the following procedure applies.
- 1.3** The Manager is the main point to which complaints should be directed, however, complaints may be received by any staff member.
- 1.4** If the complaint is in relation to the manager, then the complaint should be directed to the Board Chair.
- 1.5** As soon as possible after the receipt of a complaint, the staff member/Board Chair who has been informed of the complaint should complete a Complaint Form.
- 1.6** If a member of staff other than the Manager receives the complaint, this form should be forwarded directly to the Manager or Board Chair if the complaint is in relation to the Manager.
- 1.7** The Manager/Board Chair will log the complaint on the Complaints Register and nominate a person to address the complaint, if it is more appropriate that someone other than the manager address it.
- 1.8** Action to resolve the complaint will commence within two working days of the complaint being made (this includes contacting the complainant). A satisfactory course of action will be decided upon between the staff member and the complainant within five working days of the complaint being made.
- 1.9** The complainant should be informed of his or her right to have a support person or advocate present to assist or represent them during this process.
- 1.10** If the complaint is in relation to an individual, then that individual should be informed of his or her right to have a support person or advocate present to assist or represent them during this process.
- 1.11** Once action has been taken, the staff member/Board Chair responsible for the action will complete the Complaint Form detailing the action taken and its outcome. The completed form will be signed off by the Manager, or the Board Chair if the complaint is about the Manager, and filed In the Complaints Register. The Complaints Register is a digital file saved on the shared drive and is password protected for privacy.
- 1.12** If the issue remains unresolved, the complaint will be referred to the Board for consideration and resolution.

1.13 If the complainant is not satisfied with the resolution proposed by the Board, the individual may wish to approach an external agency such as:

- Consumer Affairs Victoria
- Office of Public Advocate
- Victorian Equal Opportunity and Human Rights Commission.

The Board will make available contact details of these agencies as required.

2. Monitoring Complaints for Process Improvement

The Manager will analyse all Complaint Forms to identify potential changes in systems and processes that will minimise future complaints.

Related Documents

Complaints Form (Attached)

Approved by Board of Management: October 2021

Proposed Review Date: October 2024

**KENSINGTON NEIGHBOURHOOD HOUSE
COMPLAINT REPORT FORM**

(Personal details - optional – please complete if you would like us to contact you about this complaint)

Surname..... Given Names

Address

Home Phone Mobile Phone

Email

Do you speak a language other than English at home? Yes / No

If yes, do you require an interpreter when discussing this complaint? Yes / No

MY COMPLAINT

Please provide a short summary of your complaint. It is useful to include what happened, when it happened and who was involved. If you need more space, please attach a separate page to the back of this complaint form. Please also attach any relevant documents you have.

The main issues I am concerned about are:

Signed: Date:

Please send the complaint and supporting information (if available) to:

The Manager
Kensington Neighbourhood House
89 McCracken Street
Kensington

Or email to Rebecca.s@kenhouse.org.au

OR, if your complaint is about the Manager of KNH, please email this form and supporting information (if available) to the Chairperson, Kensington Neighbourhood House Board of Management: saweir@hotmail.com

Please note that it is an offence for person to provide false or misleading information.

Privacy Statement Kensington Neighbourhood House will not disclose any information provided by you other than in carrying out its functions to resolve the complaint.

S:\Policies&Procedures\Human Resources\Complaint Form.doc