

Disability Service Standard 4

Kids are Kids! Therapy & Education Centre Inc.

Policy 4.1 – Complaints, Compliments and Disputes

Last Amended: 15/01/2016

Date Ratified: 18/01/2016

Next Review: 18/01/2018

Review Responsibility: Chief Executive Officer

Documents Attached:

- PR4.1 – Complaints, Compliments and Disputes Procedure
- PS4.1 – Complaints Compliments and Disputes Performance Standards

Chief Executive Officer's Name: Teresa Barrie

Signature: _____

Date: _____

Last Amended:

Date Ratified:

Next Review:

Policy 4.1 – Complaints Compliments and Disputes

Policy Statement:

Kids Are Kids! is committed to ensuring that all clients and their families are free to lodge grievances, to have those grievances dealt with promptly, fairly and in a non-threatening manner by the organisation and to have those grievances resolved if possible. Treatment of disputes and grievances will be fair to both the complainant and the respondent, will be responded to courteously and will be given high priority for resolution and remediation.

Guiding Principles

1. Kids Are Kids! welcomes complaints, comments, suggestions and compliments from its clients, employees and the general public and believes that these contributions benefits the organisation and helps to improve services.
2. Kids are Kids! will encourage complaints comments, suggestions and compliments from its clients, employees and the general public.
3. The organisation will keep a register of complaints and compliments, which will be reviewed and reported to the Board on an annual basis.
4. Kids Are Kids! will deal with complaints, comments, suggestions and compliments in a manner which is prompt, fair to all parties, courteous and confidential and will be given high priority for resolution, remedy or mediation always ensuring that there is no retribution for the comments made.
5. All clients will be advised of this policy relating to grievances and disputes and their associated rights, at the point of commencement of services or if there is a change to the policy.
6. Kids Are Kids! will provide access to this policy on its website and will provide a copy on request.
7. Kids Are Kids! will ask our clients if they feel comfortable and know how to approach Kids Are Kids! with a complaint in our annual consumer survey.
8. The Chief Executive Officer will be the nominated person within the organisation who is responsible for co-ordinating complaints and to whom all complaints are referred.
9. Clients may use an independent advocate to assist them with their complaint or dispute.
10. Clients may take their complaint to wherever and whomever they feel comfortable with.
11. Open and clear communication is to be encouraged at all times.
12. Kids Are Kids! management team and Board will review the complaints, comments, suggestions and compliments it receives to ensure that they lead to service improvement.

Definition:

A complaint is an expression of dissatisfaction with any aspect of provided services made by people with disabilities or any client, their families, carers and or advocates, that is not typical of regular communication or feedback regarding the person receiving the service, and for which a remedy is sought that needs the involvement of management staff to achieve.

Procedures:

Last Amended:
Date Ratified:
Next Review:

Policy 4.1 – Complaints Compliments and Disputes

Procedures will be implemented to enable Kids are Kids! Therapy and Education Centre Inc to meet its policy objective of service access. Refer to Appendix 1 for the following procedures:

- PR4.1 – Complaints and Disputes Procedure

Performance Standards:

Performance Standards will be met to ensure that the procedures specified are implemented effectively. Refer to Appendix 2 for the following performance standard:

- PS4.1 – Complaints and Disputes Performance Standard

Delegations:

Chief Executive Officer

Legislative Base/Authority:

Organisation Policy

Related Policies:

[5.4 – Service Exit](#)

6.3.3 – Grievance Policy and Procedure

Review of the Policy

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

Appendix 1 – Procedure

PR4.1 – Complaints Compliments and Disputes

1. All clients will be encouraged to deal directly with the employee with whom they have the issue, where appropriate.
2. If a client wishes to have their complaint dealt with internally the CEO will contact the client within five working days of the CEO being advised that the client wishes to proceed with the complaint internally.
3. The CEO will clarify and document the nature of the complaint or concern and the resolution sought by the complainant.
4. The CEO will interview the involved parties and assemble a proposed course of action within 10 working days of meeting with the complainant.
5. If the proposed course of action proposed by the CEO is unacceptable to the client, the CEO will advise the complainant of his or her rights and avenues to take the matter further.
6. All complaints, resolved and unresolved, will be recorded in a confidential complaints file and a non-identifying summary of complaints and outcomes will be tabled at the board meeting annually and at the next meeting if they are unresolved.
7. The complaints file will be used to identify improvements to the service and these recommendations, if any, will be tabled with the summary of complaints to the Board meeting.
8. Any employee receiving a compliment or suggestion for service improvement should email a member of the management team who will register this in the compliments file or discuss at a management meeting.
9. All employees of Kids Are Kids! should be regularly reminded that all feedback including complaints and suggestions made by clients, staff, volunteers, visitors or the general public are welcome and provide an opportunity to continuously improve.
10. Complaints vary in severity and serious complaints such as relating to abuse or neglect, misappropriation of money, drug use or other matters that have the potential to cause harm to clients or staff should be reported to the management team immediately. If the staff member is in doubt whether a complaint fits this urgency they should report immediately and let the management staff decide the severity.
11. There are several ways for feedback to be provided to Kids Are Kids! These include:

via the website – www.kidsarekids.org.au

via email – info@kidsarekids.org.au

lisah@kidsarekids.org.au

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Policy 4.1 – Complaints Compliments and Disputes

in writing to 26 Parry Avenue Bateman WA 6150 or
by phone (08)9313 6566.

Via the Health and Disability Services Complaints Office (HaDSCO). HaDSCO is an independent statutory authority providing an impartial resolution service for complaints relating to health or disability services provided in WA.

12. Sometimes complaints or concerns have legal, media or political implications. If this is the case the Chief Executive Officer should be alerted immediately.
13. Where a matter is resolved immediately it should still be documented and put in writing to management staff.

Appendix 2 – Performance Standards

PS7.1 – Complaints and Disputes

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

All staff are made aware that Kids Are Kids! values feedback in all forms from our clients and that they need to make opportunities to seek feedback regularly from all clients and other stakeholders. This should be done at orientation and regularly in staff development and staff meetings.

All staff should email a member of the management team if hearing about a complaint, compliment or dispute within 48 hours of receiving the information and let the person making the complaint or compliment know that they will pass the information on to management. If it relates to a complaint they should try to reassure the person that Kids Are Kids! values all feedback and that management will be in contact with them within 5 working days.

For all complaints meeting Kids Are Kids! definition the CEO must respond to the person making the complaint in writing within 10 days of the initial complaint being made detailing the process to date, any outcomes and ongoing process descriptions.