

COMPLAINT'S POLICY

Policy

This policy formally recognizes that clients/ and or representatives of WATCH have the right to raise and have resolved any complaints they have concerning the service.

Grievances, which arise from physical, verbal, sexual and/or emotional harassment or abuse, are covered by the procedures outlined in this policy.

- Sexual harassment or abuse is defined as or includes any coercive, humiliating or offensive behaviour of a sexual nature.

Procedure

The right to have complaints raised and resolved will be protected and promoted in the following way:

1. WATCH will make every effort to establish an atmosphere of trust and open communication so those complaints are dealt with in a constructive way.
2. WATCH will ensure that a person using their service is not adversely affected by making a complaint.
3. Complaints will be treated seriously and dealt with quickly until resolved. Any situation, which involves the breaking of law, will be referred to the appropriate external agency.
4. Records will be kept of all complaints raised and the steps taken to resolve the complaint.
5. WATCH undertakes to explain to clients the following steps, which describe the ways in which complaints may be raised and resolved. The client's consent (or their representative) will be obtained before these steps are taken.

Steps in the Resolution of a Complaint

1. Every effort will be made to resolve any complaint informally. WATCH will encourage and give clients the opportunity to resolve their complaint directly with the people concerned.
2. If the client or their representative is not satisfied with the result of the informal discussions, then there is a formal channel through which complaints should be directed. This process is outlined on the following pages.
3. WATCH will ensure that clients have access to an advocate of their choice to assist them in having their complaint resolved. An advocate may be a relative or a friend or someone from an external agency.
4. Throughout the resolution of a complaint, WATCH will facilitate the client's use of external agencies for support and/or advice.
5. The record of the complaint raised, the action taken and by whom, and the resolution will be signed by the parties involved in the complaint.
6. Under the Disability Act 2006, WATCH is required to report annually to the Disability Services Commissioner, about the number of complaints they receive and how these complaints were dealt with.

Steps in Solving Complaints or Problems

- Think** It is important to think about your complaint before you make it. Think about what you are not happy with and how you would like to change it.
- Talk** You may want to talk to a friend, advocate or family member about your complaint first. You can ask them to help you with the complaint. It is often helpful to talk to the person directly involved first as this may solve the problem straight away.
- Decide** If you want to go ahead with the complaint, your problem may be fixed by talking about it with someone you like or trust. You may not need to take it any further.
- Act** If you still wish to lodge a formal complaint you should contact the following staff at WATCH in the order as listed:
1. **Core Group Leader**
 2. **Program Manager**
 3. **C.E.O.**

External Agencies

If the resolution is still not to your satisfaction, you or your advocate can register the complaint with an outside agency. Useful contacts outside the service include:

Disability Services Commissioner
Level 3, 456 Lonsdale St
Melbourne
Ph: 1300 728 187

Villamanta Legal Service
6 Villamanta Street
Geelong West
Ph: (03) 5229 2925

Department of Health and Human Services
Eastern Region
Ph: 9843 6000


VALID
2 Walmer Rd
Abbotsford

NDIS
1800 800 110

COMPLAINT/CONCERN

1. Speak to the person directly with concern

(Family member or carer can speak on your behalf at any stage of the process)



2. Speak to Core Group Instructor

(Or another staff member who you feel comfortable with)

3. Speak to the Program Manager

(If your concern/complaint has not been resolved at this stage, you have other options)

4. C.E.O.	5. Board of Management
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Disability Service Commissioner 1300 728 187	Disability Justice Advocacy 9416 3488	VALID 9416 4003	Department of Human Services 9843 6000
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