

Spyns Inc.

COMPLAINTS RESOLUTION POLICY

Cross Reference and Codes

Code of Ethics, Code of Conduct, Conflict of Interest, Privacy and Confidentiality, Access and Equity, Disputes Resolution

Background

Spyns Inc. endeavours to provide quality service to all its service users and local residents. This includes the use of facilities and resources or services provided by Spyns Inc. If we are unable to provide a service, staff will make referrals to other agencies.

Trained and qualified staff are employed to provide quality services. Staff interactions with service users are guided by a Code of Ethics, by policies emphasizing confidentiality, privacy and non-discrimination and by standards set by various government bodies.

Spyns Inc. encourages the satisfactory resolution of complaints by service users or their advocates. There may be times when you are not satisfied with

- A service that has been provided
- a decision that has been made
- The way Spyns Inc. has used information about you
- The behaviour or conduct of a staff or management committee member towards you

This policy outlines what you can do in these circumstances. Spyns Inc. believes it is important to try to resolve grievances, to provide information or explanations for decisions and to review our services to see if changes need to be made. It is not always possible to change a decision but we can ensure that you have a clear explanation for any decisions that affect you.

Policy

Steps you can take

1. (a) If the complaint relates to maintenance of facilities or resources, details of the complaint are taken by the staff member receiving it and referred to the Manager/Management Committee for follow up action.

(b) If it is more than a matter requiring maintenance such as policy and procedures the complainant is requested to present the complaint in writing.

2. In relation to complaints about services provided by Spyns Inc. staff or breaches of policy and procedure:

(a) All complainants are encouraged to make their complaints in writing. In cases where verbal complaints are made, the staff member or management committee member who first becomes aware of the complaint should encourage the complainant to put it in writing, marked **CONFIDENTIAL** and addressed to:

The Manager,
Spyns Inc.,
Cnr Trent Street and Birmingham Road,
South Penrith, NSW. 2750

(b) Should the complaint be about services provided by the Manager or a member of the Management Committee the complaint should be put in writing marked **CONFIDENTIAL** and addressed to:

The Chairperson,
Spyns Inc.
Cnr. Trent St. & Birmingham Rd.,
South Penrith, NSW 2750

(c) Except where the Manager is directly involved, all written complaints in the first instance will be referred to the Manager and discussed with the staff member or committee member involved. If it does not appear that the complaint can be simply resolved through discussion between the Manager, staff or committee member and the complainant, then the Manager will refer the complaint to the Management Committee.

(d) The Management Committee will establish a Complaints Sub Committee which will convene a meeting within 14 days with the complainant or their representative and all other parties involved in the complaint. A copy of the written complaint must be circulated to all parties before the meeting.

(e) The Complaints Sub Committee will have delegated authority to work towards a mutually acceptable resolution of the problem. The Sub Committee may decide to

- schedule more than one meeting to resolve the matter
- Appoint a mediator to assist in the resolution to the matter.
- If the matter involves a paid employee carrying out their duties,

then the employee's industrial agreement disputes procedure may be referred to.

- Refer the matter to the full Management Committee for resolution.

(f) All meetings of the Complaints Sub Committee must be documented in the style of minutes and these minutes must be tabled at the following Management meeting. The minutes must list the names of all present, the purpose of the meeting and the outcome. All proceedings of the meeting must be kept confidential unless agreed otherwise by those attending the meeting.

3. In relation to complaints between user groups:

- The centre encourages groups to come to a mutually acceptable agreement between themselves.
- In the event of not reaching an agreement the group/s are to put in writing their complaint and address it to the secretary of the Management Committee for action as stated in 2 above.

4. In relation to complaints by staff about user groups or members of the user group the Manager will be informed and if the complaint can not be simply resolved the Manager will inform the Management Committee and action as per section 2 d, e and f will be initiated.

5. Complaints by the Management Committee about user groups will be resolved as per the Policy and Procedure for the use of the Centre by all user groups.

Promotion of Complaints Policy

The Manager will ensure that this policy is promoted and that a copy of this policy is displayed in each of Spyns' locations.

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