



# Complaints Policy

How to make a complaint and how LLC will respond

National Standard for Disability Services 4

Date Implemented: 04/03/16	Filepath	Sponsor: Senior Manager
Review Date: 04/03/16		Owner: Client Services Manager

## 1. Purpose

The purpose of this policy is to provide Lady Lawley Cottage (LLC) with a visible, accessible and responsive complaint management system. This policy covers all types of feedback. It is in line with National Standard for Disability Services, Standard 4. [https://www.dss.gov.au/sites/default/files/documents/06\\_2015/nsds\\_full\\_version.pdf](https://www.dss.gov.au/sites/default/files/documents/06_2015/nsds_full_version.pdf)

## 2. Scope

The policy applies to all complaints about LLC programs, services and any disputes or grievances about staff or activities. It is supported by the Red Cross Client Service Charter <http://www.redcross.org.au/client-services-charter.aspx> and the Red Cross complaints system.

## 3. Responsibilities

Job Title	Action
All staff	To accept and respond to all feedback, suggestions and complaints with the view to improving services and customer care.

## 4. Policy

LLC adopts a person-centred approach to support our clients and adapts those services for an individual's needs. We recognise and respect diversity, the individual's strengths, preferences and aspirations and their inherent rights to freedom of expression, self determination, participation and inclusion together with the role of family, carers and advocates.

LLC is committed to treating all complaints seriously and privately. Each complaint shall be dealt with fairness to those involved, courteously and within acceptable time frames.

LLC will:

- have a **visible** complaint management system by making sure our clients, prospective clients and the general public are aware that complaints are an accepted form of communication about services. We will promote the complaints process to all clients and provide copies of the Red Cross Client Service Charter and feedback forms.
- provide **accessible** ways in which a complaint can be lodged easily. Lady Lawley Cottage shall accept complaints in many forms, including informal complaints – such as verbal complaints; or formal complaints via our prepared complaint forms or in other forms of writing. Documents and or assistance can be provided in all formats for those people with special needs upon request.
- be **responsive** to every complaint received. Each complaint will be taken seriously, answered within acceptable time limits and the complainant will be informed of outcomes or changes that have occurred as a result of their time and effort to make a complaint.
- refer complainants to appropriate external organisations to lodge complaints.

## 5. Process

- People wishing to make a complaint will be directed by staff to complete a [Lady Lawley Cottage feedback brochure](#) to record their concern.
- If the complaint/feedback is taken verbally, staff will record the details on the [Service Feedback form](#) [LL-F-025] and forward to the Client Services Manager for action. All forms will be available on the intranet
- Refer Appendix A – Complaints Process

## 6. References



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**National Standard for Disability Services 4**

National Standards for Disability Services

[Link](#)

Red Cross Client Services Charter

[Link](#)

Complaints brochure

[Link](#)

Service Feedback Form

[Link](#)

*Lady Lawley Cottage as a key program of Red Cross is there for people in need, regardless of nationality, race, religious beliefs, class or political opinions. The organisation is impartial, neutral and independent.*

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APPENDIX A

## Complaints Process

	What the Client/family/guardian can do	What Lady Lawley Cottage will do
<b>Step 1</b>	<p>Identify the issue or problem - what is wrong? Decide if you wish to make a complaint, Lady Lawley Cottage will accept all forms of complaint – formal or informal.</p> <p><b>Please consider</b></p> <ul style="list-style-type: none"> <li>• Speaking to staff directly to resolve your concern</li> <li>• Writing the main points down</li> <li>• Make the complaint as soon as possible</li> <li>• Decide if you want to have an advocate* or support person to help you sort out the problem</li> <li>• Think about what Lady Lawley Cottage could do to solve the matter – please share your ideas with us</li> <li>• Decide if you want to complain to an independent agency<sup>1</sup>.</li> </ul>	<p>Red Cross and Lady Lawley Cottage (LLC) have the policies and procedures to deal effectively with complaints and feedback received.</p> <p>Ask to see our policies, we will provide them to you. We will also promote the opportunity for feedback so it is visible, accessible and responsive. For those with special needs LLC will provide documents in alternative formats.</p> <ol style="list-style-type: none"> <li>1. Provide you with contact details for other independent agencies – if you prefer <ul style="list-style-type: none"> <li>• Health and disability services complaints office (Hadsco) (08) 65517600 or 1800 813 583</li> <li>• Complaints Resolution and Referral Service or Abuse and Neglect hotline 1800 880 052</li> <li>• Disability Services Commission 9426 9244 Email to CLO@dsc.wa.gov.au</li> </ul> </li> </ol>
<b>Step 2 (start of the formal LLC process)</b>	<p><b>There are several ways you can provide feedback about Lady Lawley Cottage:</b></p> <ul style="list-style-type: none"> <li>• Complete the <a href="#">LLC Feedback Brochure</a>– (ask for a hard copy)</li> <li>• Return the form to staff or mail to 8 Gibney St Cottesloe 6011</li> <li>• Email directly to <a href="mailto:wallyinfo@redcross.org.au">wallyinfo@redcross.org.au</a></li> <li>• Call the Client Service Manager on <b>9318 2160</b></li> </ul>	<p>We will accept your complaint in whatever way is most convenient for you. We will also listen and take complaints from the children in our care. These will be treated in the same way.</p> <p>If you request we will make an appointment to discuss the matter. If you choose to have an advocate or a friend we will welcome them*.</p> <p>We will listen and make sure the complaint is recorded into LLC systems and the Hadsco system.</p> <p>We will try to resolve the matter immediately and let you know the outcome.</p>
<b>Step 3</b>	<p>If you are not satisfied with our response, please let us know and give us some time to further respond to you.</p>	<p>If your matter cannot be resolved immediately to your satisfaction we will have an internal investigation to find a solution. We will keep you informed of progress and keep the communication lines open.</p>
<b>Step 4</b>	<p>If you are still not satisfied with our response or the outcome, you can contact the Senior Manager. Phone: <b>9318 2171</b></p>	<p>The Manager will arrange a meeting or a formal phone call to discuss your complaint with you and your advocate or support person (if you want one) within 10 days. We will refer your complaint to the relevant external organisation for an independent review.</p>

\* A support person or advocate is welcome to help with the complaint, consider: A family member or friend: A carer or service provider: Someone at work: Your local advocacy service: Someone you trust: If you don't know someone who is able to help you, you can contact the Complaints Resolution and Referral Service (1800 880 052) and seek advice.