

SERVICE DELIVERY POLICY AND PROCEDURES MEMBER, SERVICE USER AND STAKEHOLDER GRIEVANCE AND DISPUTES HANDLING

POLICY

Introduction

1. The purpose of this procedure is to allow a formal and speedy process to enable members, service users and stakeholders of the Hepatitis C Council of NSW (the Council) to bring a grievance to the attention of the management, and to assist in the resolution of such grievances.

PROCEDURES

2. The member, service user or stakeholder can first raise the matter with the Executive Officer, in order to resolve the grievance informally.
3. If step 2 does not resolve the issue, a formal complaint may be made. Any formal complaint must be in writing and should be addressed to the President of the Hepatitis C Council of NSW, at the Council's business address. The President will forward it to the Executive Officer for action.
4. The Executive Officer shall, on receipt by the President of a written complaint, write to the person making the complaint (the complainant) acknowledging receipt and setting out the course of action that will be followed, enclosing a copy of this procedure.
5. The Executive Officer will then liaise with the relevant parties named in the complaint within 5 working days of receipt of the complaint. The aim of this initial contact would be to resolve the matter to the satisfaction of the complainant.
6. If the complaint is not resolved by this stage, a meeting shall be arranged within a further 5 working days, on a date to be mutually agreed, with the individual parties separately. If the outcome of those individual meetings is satisfactory to all parties, the matter will be deemed to be resolved.
7. If not resolved at this point, the individual meetings should be followed as soon as practicable by a joint meeting of all parties and senior representatives of the Council, including at least one member of the Board of Governance.
8. If the matter is not resolved by this stage, it will go to the following meeting of the Board, or to a specially called meeting of a Personnel sub-committee to enable the matter to be heard within a further 10 working days. The decision

	<p>taken by the Committee or Personnel sub-committee at this stage will be the final decision of the Council.</p> <p>9. If the complaint is still not resolved, the complainant is entitled to approach a community justice centre for mediation in accordance with the Community Justice Centres Act, 1983.</p>
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File Reference	U:\Policies & Procedures\Approved\Service Delivery\Member, Service User and Stakeholder Grievance & Disputes Handling.doc
Date Approved	November 2003
Date of Last Review	February 2009
Due Date of Next Review	February 2011