

COMMUNICATIONS - 6.06.003

MEMBER, SERVICE USER AND STAKEHOLDER COMPLAINTS, GRIEVANCE AND DISPUTES HANDLING POLICY

Policy number	6.06	Version	005
Approved on	November 2003	Approved by	Stuart Loveday
Responsible person	DCE	Scheduled review date	1/7/17

INTRODUCTION

Hepatitis NSW requires a policy and procedures for members, service users and stakeholders to resolve complaints and grievances.

PURPOSE

The purpose of this procedure is to allow a formal and speedy process to enable members, service users and stakeholders of HNSW to bring a complaint or grievance to the attention of the management, and to assist in the resolution of such grievances.

POLICY

Hepatitis NSW welcomes feedback from members, services users and stakeholders regarding the delivery of services, and direction of HNSW. HNSW supports the rights of members, service users and stakeholders to complain if they believe they have not received appropriate service or responses and will endeavour to respond to all such complaints fairly, sensitively and swiftly.

Hepatitis NSW is committed to continuous quality improvement and recognises that complaints can contribute to this process.

All complaints are recorded to enable review of individual cases, to identify trends and risk and report on aggregated complaint information.

This policy appears on the HNSW website.

MEMBER, SERVICE USER AND STAKEHOLDER GRIEVANCE AND DISPUTES HANDLING PROCEDURES

RESPONSIBILITIES

The Board nominates the Chief Executive Officer (CEO) to be responsible for ensuring that proper procedures for the development, consultation, acceptance, recording, and implementation of this policy are designed and adhered to.

PROCEDURES

1. The member, service user or stakeholder can first raise the matter with the CEO, in the hopes of resolving the grievance informally.
2. If this does not resolve the issue, a formal complaint may be made. Any formal complaint should be in writing and addressed to the President of HNSW, at HNSW's business address. The President will forward it to the CEO for action.
3. If the complainant doesn't wish to complain in writing they may speak to any member of staff and request that their complaint be received and acted upon as in step 2. Staff must comprehensively record the conversation including all relevant details. The complaint must then be forwarded to the President.
4. The CEO 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 CEO 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 is to resolve the matter to the satisfaction of the complainant or failing that, to clarify the nature of the complaint, the parties involved and any investigations required in order to resolve the issue.
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 HNSW, 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 taken by the Committee or Personnel sub-committee at this stage will be the final decision of HNSW.
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.

RELATED DOCUMENTS

- Board of governance manual
- 3.01 Risk Management Policy and procedures

AUTHORISATION

[Signature of CEO]

[Name of CEO]

[Date]

Version	Date effective	Approved by	Amendment
001	November 2003		
002	February 2009		
003	1/7/2013	DCE	Style update, version control, some recommended content from MoH complaints policy
004	01/07/2015	DCE	Review
005	01/07/2016	DCE	Review