

Complaints Management Policy

Version	Description of Changes	Author of Changes	Date Approved	Next Review Date
1.0	Creation of policy	Courtney Kennedy	12.05.2015	12.10.2016
2.0	Review, edits, local format update and signed approval 11.02.2021	Steph Grondal	16.06.2021	16.06.2022

Policy Scope

This policy applies to all employees of Ronald McDonald House Charities Western Australia (RMHC WA).

This policy should be read in conjunction with the Responding to Child Abuse Reports and Allegations Policy as amended from time to time. If there is any conflict between this policy and the Responding to Child Abuse Reports and Policy, the Responding to Child Abuse Reports and Policy will prevail.

This policy should be read in conjunction with the Whistleblower Policy, as amended from time to time. If there is any conflict between this policy and the Whistleblower Policy, the Whistleblower Policy will prevail.

Policy Purpose

Source: Local: Operational

This policy outlines the processes and procedures for dealing with Complaints from Clients of RMHC WA.

This policy sets out the responsibility of RMHC WA to:

- Recognise, promote and protect the Client's right to complain about their dealings with RMHC WA;
- Ensure an accessible and well publicised Complaints procedure is in place;
- Recognise the need to be fair to both the complainant and the organisation or person being complained about;
- Provide a mechanism for responding to Complaints in a timely and courteous manner;
- Determine and implement remedies to resolve Complaints; and
- Record, assess and review Complaints on a regular basis to ensure responsiveness and on-going commitment to service improvement.

Please note this policy does not relate to employee grievances. Please refer to the employee grievances policy.

Policy Definitions

For the Purpose of this policy, the following definitions apply:

Client – any person other than an employee who interacts with RMHC WA, including but not limited to, a resident guest family, a student or any other direct family members, a tutor, a volunteer, general supporters (sponsors and donors), contractors or suppliers or members of the general public

Complainants – a Client who makes a Complaint about any aspect of RMHC WA and its operations.

Complaint – any allegation, grievance or cause for concern about any aspect of RMHC WA and its operations.

Policy Principles

Accepting Complaints:

RMHC WA recognises the value of Complaints as an important tool in monitoring, responding to and improving Client expectations. In order to assist RMHC WA to respond appropriately, all forms of Complaint need to be documented and assessed as part of an on-going process.

RMHC WA will accept Complaints made in any form, including but not limited to:

- by letter – either through the mail, facsimile or e-mail;
- verbally – either in person or over the telephone
- through comments and feedback on surveys,
- Client feedback forms;

All Complaints will be recorded in the Feedback Register and all Complaints that pose a safety risk must be recorded in Donesafe.

A Client's right to complain is recognised, and employees who receive a Complaint must forward Complaints to the appropriate person and area as required immediately.

Complaints which are complex or require additional support are to be referred immediately to the Chief Executive Officer.

Complaints about allegations of breaches of privacy or mishandling of personal information should be referred immediately to the Privacy Officer.

Review and Resolution of Complaints:

All Complaints will be reviewed in a timely and efficient manner, with a view to resolving issues in a non-confrontational, non- adversarial environment.

The Feedback Register containing all Complaints will be documented in the monthly Executive Meeting where appropriate.

Complaints will be handled fairly, justly and in a consistent manner, and Clients will be kept informed of the progress of their Complaint and of the final resolution.

Ensuring that Complaints are investigated and resolved in a timely and effective manner is a major factor in managing Complaints appropriately.

Effect of Complaints:

If a Complaint highlights an issue that should not be repeated, the Executive team must examine current processes and make any necessary amendments to ensure that it will not happen again.

Breach of Policy

Breach of this policy may seriously harm to RMHC WA and its guests, employees, operations and reputation. Where there is a breach of this policy, disciplinary action including termination of employment.

Policy Approval

APPROVED BY:

Chief Executive Officer
Peter King



Signature

Date:

