



Complaints, Disputes, and Feedback Policy

Purpose and Objectives

The objective of this procedure is to ensure complaints and grievances are resolved by negotiation through procedural fairness and discussions between the parties are conducted in a respectful, confidential manner. Grow Paediatric Therapy is committed to the maintenance of good working relationships with its clients, employees and contractors, and between employees and contractors in the workplace. It is however, recognised that from time to time a client, an employee or a contractor may have a grievance which needs to be resolved in the interests of good relationships. The procedures described in this document are designed to assist parties involved with a complaint or grievance in maintaining good working relationships and also in resolving any conflicts or issues which arise that have a negative impact on client or working relationships.

The procedures for dealing with grievances have the following objectives:

- To provide all parties with the opportunity to have their concerns addressed in relation to any alleged incidents of unlawful discrimination, harassment or other offensive behaviour in a fair, equitable and prompt manner.
- To achieve constructive outcomes for conflict situations in practice.
- To ensure all parties have equal access to the procedures.
- To ensure complaints and grievances are resolved with minimum stress to all concerned.
- To ensure that confidentiality is maintained.
- To have a strong emphasis on problem solving.
- To consider and pursue alternative outcomes where appropriate.

Application, Steps and Process

1. In the first instance, the person making the complaint is encouraged to seek resolution of the grievance informally between the immediate parties concerned. A simple apology may finalise the matter at that point.
2. If a complainant is not satisfied with the outcome of step one (1), or is not comfortable completing step one (1), complainants are encouraged to complete step three.
3. The party making the complaint or has a grievance shall inform a Director of the nature of the complaint/grievance. The director shall establish a clear understanding of what the party making the grievance is wanting as an outcome, and then attempt to resolve the issue between the parties by interviewing each party to the grievance separately, and then if appropriate, have a meeting with all of the parties in an attempt to resolve the grievance. The Director handling the grievance is to document the substance of any meetings held, and document the process undertaken.
4. If the complainant feels that the resolution has not occurred, they are required to advise the Director accordingly. The Director may refer the matter for professional external mediation, and if still unresolved, the matter may be referred to the Australian Commercial Disputes Centre (ACDC) or Fair Work Commission for resolution.
5. Steps 1-4 should wherever possible occur within seven (7) working days.
6. Where a Director is a party to the grievance or dispute, then that person will not be involved in the process as a conciliator or arbitrator.

Note:

- All parties must cooperate to ensure that these procedures are carried out as quickly as reasonably possible.
- Work must continue as normal whilst the complaint or grievance is being resolved through these procedures, unless he or she has a reasonable concern about an imminent risk to his or her health or safety. Where the grievance involves an employee or contractor, that employee/contractor must comply with a direction given by Grow Paediatric Therapy to perform other available work at the same workplace, or at another workplace, unless the work is not safe, applicable work health and safety legislation would not permit the work to be performed, the work is not appropriate for the employee or contractor to perform, or there are other reasonable grounds for the employee or contractor to refuse to comply with the direction.
- Legitimate attempts to resolve the problem must be made at each level by all parties at Grow Paediatric Therapy and referrals to an external body should be regarded as the last resort.

Responsibilities

The Directors are responsible for:

- Managing complaints/grievances in a timely, respectful and private manner
- Engaging in external professional mediation where appropriate
- Ensuring this policy and procedure is understood by clients, staff and contractors
- Adherence to the process detailed above
- Providing the process in a timely, respectful, private and confidential manner, where procedural fairness applies.
- Supporting all parties appropriately through this process. Employees and contractors are responsible for:
 - Raising any grievance matter in a timely manner to avoid undue escalation of issues.
 - Adhering to this policy and procedure.

Clients need to raise their concerns at the earliest possible time in order for the matter to be resolved quickly, and client service and treatment can proceed. Overall, Grow Paediatric Therapy requires parties to keep matters raised as confidential

If the person making the complaint, dispute or feedback would like to speak to someone independent of Grow Paediatric Therapy, they can contact:

The National Disability Insurance Agency (NDIA)

- Phone 1800 800 110
- Email feedback@ndis.gov.au, or
- Visit one of their offices in person

The Health and Community Services Complaints Commissioner (HCSCC)

- Phone the HCSCC on 8226 8666 or 1800 232 007.
- Make an HCSCC complaint online.