



CLIENT GRIEVANCE PROCEDURE

Minimbah says that it is the right of any person to make a complaint about Minimbah and ask for the problem to be solved without worrying that they will get into trouble for making the complaint. The complaint may be about a staff member or about the help which was given.

Minimbah follows the Principles and Objectives of the Disability Services Act (1993). Minimbah meets the Disability Service Standards on Complaints and Disputes (Standard 7).

This procedure shows the different ways a complaint can be solved.

1. PRINCIPLES

- 1.1 The Minimbah Board will follow the Client Complaints Policy and this Client Grievance Procedure to solve the complaint as quickly and as fairly as possible.
- 1.2 All grievances will be confidential, this means that only people who will be involved in the process will see the complaint. This follows Minimbah's Confidentiality, Dignity and Privacy Policy.
- 1.3 Someone who wants to make a complaint may have a support person such as a friend, family member, carer or advocate present at any meetings about the complaint.
- 1.4 People will be given information about other ways they can make a complaint. The agencies listed here can help people make a complaint: Disability Services Commission (DSC), Human Rights and Equal Opportunity Commission (HEREOC), Equal Opportunity Commission (EOC), Office of Health Review (OHR), and Commonwealth Complaints Referral Resolution Service (CRRS).
- 1.5 This procedure and complaints form will be available at the Minimbah office in different formats eg. a written form, a tape recording, on the computer.
- 1.6 You may give your complaint to Minimbah in writing, by telephone or you may record it on a tape. A report will be made on all complaints and all information and reports will be kept in a secure place.
- 1.7 The things that are agreed on in the meeting about the complaint will be written down and kept in a safe place.
- 1.8 You can look at all reports and notes from meetings about the complaint you have made.

Minimbah



2. GRIEVANCE PROCESS

The Grievance process has three stages.

2.1 STAGE 1

2.1.1 The first step will be for you to try to solve the complaint with the person involved by having a meeting with that person.

2.1.2 Minimbah will try to solve the problem at this stage as we want to solve the problem quickly.

2.1.3 You do not have to have this meeting if they do not feel happy about it.

2.2 STAGE 2

2.2.1 If the problem is not solved the General Manager will arrange to meet with the person making the complaint to talk about the issue. You can bring your support person to the meeting if you want to. This meeting will be held within 2 weeks of the complaint being made, and the agreed decision will be written down.

2.2.2 If another staff member is involved in the grievance, you will be asked whether you are comfortable with that person attending the meeting.

2.3 STAGE 3

2.3.1 If the problem is still not solved, the President and Vice President of Minimbah or representatives of the President and Vice President drawn from the Board will meet with you and your support person to talk about the problem.

2.3.2 This meeting and the action that everyone agrees is to be taken will be recorded.

You have the right at any time, or if you are not satisfied with the outcome of the above procedure, to complain to the Disability Complaints Service on phone 02 9319 6549.



Complaint Registration Form

Complete this form whenever you receive a complaint about the service provided by Minimbah to a client or clients.

The form must be completed as soon as possible after the complaint is made, including as much information as possible. Extra notes can be attached.

The form should be provided to the Complaints Officer (Gemma Leitch), so that it can be dealt with in terms of the Client Grievance Procedure.

1. Name of Staff Member Recording the Complaint:

2. Date Complaint Received:

3. Format of Complaint:

Telephone

Written

(attach copy)

4. Name of Person Making the Complaint:

5. Contact Information for the Person Making the Complaint:

Address:

Email:

Phone:

6. Outline of complaint (please include as many details as possible- what happened, staff involved, date of incident etc).

7. Has the person making the complaint made any attempt to follow up this matter with the staff member involved?

YES:

NO:

If YES, what happened?