

CLIENT GRIEVANCE AND COMPLAINT

OVERVIEW

Advocacy for Disability Access and Inclusion Inc. aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

POLICY

For the purposes of this policy a grievance or complaint can be raised by a client.

- *A client grievance or complaint includes problems or concerns about your associations with Advocacy for Disability Access and Inclusion Inc.*

In resolving complaints Advocacy for Disability Access and Inclusion Inc. will uphold the following principles:

- Complaints must be submitted by the person with the grievance or their authorised representative.
- Complaints can be received verbally, electronically or in writing
- The person(s) should be given the full details of the allegation(s) against them.
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted.
- Proceedings should be conducted honestly, fairly and without bias.
- Proceedings should not be unduly delayed.

PROCEDURE

In resolving complaints, Advocacy for Disability Access and Inclusion Inc. will adopt the following four level process:

1. The Client attempts to resolve the complaint as close to the source as possible.

This level is relatively informal, and should not exceed a week.

If the matter is not resolved

2. The Client notifies the Business Manager (in writing or otherwise) as to the substance of the grievance and states the remedy sought.

Discussion should be held between Client and Business Manager and any other relevant party.

This level will usually be informal, but either party may request written statements and agreements and should not exceed one week.

If the matter is not resolved

3. The Business Manager must refer the matter to the Chief Executive Officer or/and Chair of the Board of Management.

A grievance taken to this level must be in writing and accompanied by any additional information thought relevant.

The Chair of the Board of Management will review the documentation and provide a written response to the Client, and will communicate with any other parties involved or deemed relevant.

This level is formal and should not exceed one week following the next scheduled meeting.

If the matter is not resolved

4. The client may appeal the decision of the grievance investigation by making a formal written appeal with 14 days. The Client will be advised of his/her rights to pursue the matter with external authorities if they so wish.

For example:

Complaints Resolution & Referral Service

Freecall: 1800 880 052

TIS: 13 14 50

NRS: 1800 555 677

Fax: (02) 8417 2697

Email: crrs@workfocus.com

Equal Opportunity Commission SA

Level 17, 45 Pirie Street, Adelaide SA 5000

Tel: 8207 1977

Toll Free for country callers: 1800 188 163

TTY - for hearing/speech impaired 8207 1911

Fax: (08) 8207 2090

Email: eoc@agd.sa.gov.au

Ombudsman SA

Street address: Level 9, 55 Currie Street, Adelaide SA 5000

Telephone: (08) 8226 8699

Toll free: 1800 182 150 (outside metro SA only)

Fax: (08) 8226 8602

Email: ombudsman@ombudsman.sa.gov.au

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GUIDANCE FO RESOLVING GRIEVANCES & COMPLAINTS

