

Indigo Junction is committed to ensuring that all clients are free to lodge grievances and to have those grievances dealt with promptly, fairly and equitably and in a way that ensures natural justice. The grievance process strives for resolution and remediation, without fear of resolution, and in strict confidentiality

All Indigo Junction Policies are to be read in conjunction with the organisations overarching policy commitment statement and the Specialist Homelessness Services (SHS) service standards

1.0 PURPOSE

To establish mechanisms for clients to lodge a complaint or grievance and have these responded to and where possible resolved in a timely manner. Complaints are also seen to have an important role in contributing to service improvement at Indigo Junction. The policy has been framed around natural justice principles and individuals' rights.

Each client is free to raise and have resolved any complaints, grievances or disputes he or she may have regarding the organisation or the service they receive.

2.0 PRINCIPLES

- Freedom from bias on the part of the person making the decision;
- Transparency and fairness of the process;
- All staff members and clients have ready access to a copy of the Complaints/Grievances Policy and Procedure;
- All staff will have ensured that the client knows the Complaints/Grievance Procedure and both parties will have followed it to the resolution, within the prescribed timeframe;
- The client will have been given advice and information on the use of an advocate if desired; and
- Privacy and Confidentiality will have been observed as in the Privacy and Confidentiality Policy (GO0001), with all complaints recorded in the confidential grievance file.

3.0 PRACTICE

Indigo Junction will:

- Take all complaints seriously and act on them in a timely manner.
- Have a complaints officer, outside of service delivery staff.
- Ensure clients are advised of their rights and complaints process upon entry to the service.
- Provide staff a Complaints, Grievances and Disputes Procedure (HR1024) describing the process, timeframes and responsibilities when dealing with a formal complaint.
- Ensure the person/s affected by the complaint is fully informed of all the facts and given the opportunity to state their case.
- Keep all complaints confidential amongst those involved and will seek consent prior to any information being provided to other parties, which it may be deemed desirable to involve, in order to satisfactorily resolve the complaint.
- Keep all parties informed of the progress of the investigation.
- Inform all parties involved of external support and advocacy services they can access during the process.
- Maintain a confidential record of all complaints and their outcome.
- Provide all parties with a copy of the decision.
- Inform the client of their right to appeal through external complaint avenues should the complaint not be resolved to their satisfaction within Indigo Junction.
- Provide clients with alternative feedback mechanisms such as "Tell us what you think" forms.
- Review the complaints register at Leadership Meetings with a view to using this information for continuous service improvement activities.

Associated Indigo Junction policies to this policy:

- Privacy and Confidentiality (GO0001)
- Safeguarding Vulnerable People (GO0006)
- Social Inclusion and Diversity (GO0007)
- Employees, Volunteers and Others Grievances (HR1001)
- Service Access (SD3001)


Associated Indigo Junction procedures to this policy:

- Complaints, Grievances and Disputes (HR1024)

Policy Context: this policy relates to

Applicable Standards or other external obligations	SHS Standard 5 – Client Rights and Responsibilities SHS Standard 8 – Complaints Management SHS Standard 12 – Continuous Quality Improvement and Risk Management NRSCH 1f – Tenant and Housing Services NRSCH 5d - Probity NCH Standard 3.6 – Complaints and Appeals
Applicable legislation	
Applicable contractual obligations	

Policy Contact Person: CEO

Approval Signature	
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