

## OBJECTIVE

To ensure clients are aware of their rights and responsibilities. To ensure that staff are aware of the process for dealing with client's complaints, grievances and disputes. To ensure the organisation responds to complaints within the principles of natural justice and in a timely manner.

## Complaint, Grievance type

Clients may raise grievances, of any nature, at any time.

Complaints may fit into one of the following categories:

- Tenant and Neighbour;
- Tenant and Tenant;
- Client and Client; or
- Client/Tenant and Staff/Organisation.

## Procedure

Process to follow when a client or tenant wishes to lodge a complaint/grievance is outlined in the below flowchart.

If at the end of the internal process the client or tenant is unsatisfied with the resolution they are to be advised of their right to appeal.

Their rights to appeal is described in the Appeals Policy (HR1004) and the Appeals Procedure (HR1016).

## Support and Advocacy

Should a client wish to engage external supports they are to be informed of the following organisations:

- People with Disabilities (WA): 37 Hampden Road, Nedlands – Phone 9386 6477
- Citizens Advice Bureau: 320 Rokeby Road, Subiaco – Phone 9388 7455
- Ethnic Disability Advocacy Centre: 320 Rokeby Road, Subiaco – Phone 9388 7455 – [www.edac.org.au](http://www.edac.org.au)
- Carers WA: 182 Lord Street, Perth – Phone 1300 227 377  
– [www.carersaustralia.com.au](http://www.carersaustralia.com.au)
- Health and Disability Services Complaints Office (HaDSCO): 469 Wellington Street, Perth – Phone 6551 7620/ 1800 813 583

# CLIENT/TENANT COMPLAINTS MANAGEMENT FLOWCHART

**A client/tenant lodges a complaint/grievance verbally or in writing**

The staff member receiving the complaint will: -

- Acknowledge the complaint verbally to the client;
- Gather basic, factual information;
- Non-serious complaints may be resolved at this level through in-formal discussion;
- If the complaint is not resolved or is of a serious nature the staff will escalate it to the service manager within 1 working day (If the service manager is directly named in the complaint or has a conflict of interest it will be escalated to the Program Manager); and
- Document the receipt of the complaint in the client's confidential case notes.

Complaints/Grievances in relation to -

**Tenant / Neighbour**

**Tenant / Tenant  
Client / Client**

**Client/Tenant and  
Staff/Organisation**

If the complaint is received verbally the Program Manager will request it in writing informing the client that they can request assistance to write their complaint from a person external to Indigo Junction

The Service Manager convenes a meeting within 5 working days between clients/tenants and facilitates/mediates to reach a resolution. Set a time-line if appropriate. Document the meeting

Complaint is discussed with the relevant staff member within 3 working days, a resolution worked out and a timeline set for implementation. Resolution mechanisms may include mediation or training

Program Manager discerns if this is a complaint or otherwise and whether or not it impacts directly on Indigo Junction or the health and well-being of the tenant. This action should take place within 2 working days of the complaint

If no resolution, agree to meet a second time to discuss other avenues towards a satisfactory outcome. The tenant is advised of his/her right to have an advocate. Document the outcome in the complaints register

If the complaint is regarding the organisation it will be referred to the Chief Executive Officer who will respond to the client within 7 working days. External agencies such as, Community Housing Code of Practice Officers, may be approached in regards to organisational complaints

If no to all of the above then the tenant is required to resolve this themselves. Indigo Junction may provide advice on external organisations that can support them in the process

If the matter still cannot be resolved then initiate a meeting, within seven days, between the client (and advocate), the Service and Program Manager of Indigo Junction, with a view to resolution. The Program Manager will resolve the issue at this point. Document the outcome, provide copy to the tenant and place in the complaints register

If no resolution, agree to meet a second time to discuss other avenues towards a satisfactory outcome. The client is advised of his/her right to have an advocate. Document the outcome in the complaints register

If yes then initiate discussion, with clear exposition of the complaint. Formulate a possible resolution and a timeline. Document the outcome, provide copy to the tenant and place in the complaints register

If the matter still cannot be resolved then initiate a meeting, within seven days, between the client (and advocate) and relevant Indigo Junction Management staff, with a view to resolution. Senior management staff will resolve the issue at this point. Document the outcome, provide copy to the client and place in the complaints register

**Note: A neighbour cannot be compelled into meeting and consequent resolutions. If this is the case relevant outside agencies may be called in to help facilitate a resolution**



## Client Complaints, Grievances and Disputes Procedure

### **Organisational Policy this procedure relates to:**

1. Client Complaints, Grievances and Disputes (HR1004)
2. Appeals (HR1003)

Effective Date: December 2019

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