

Complaints, Grievances and Disputes Procedure

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).

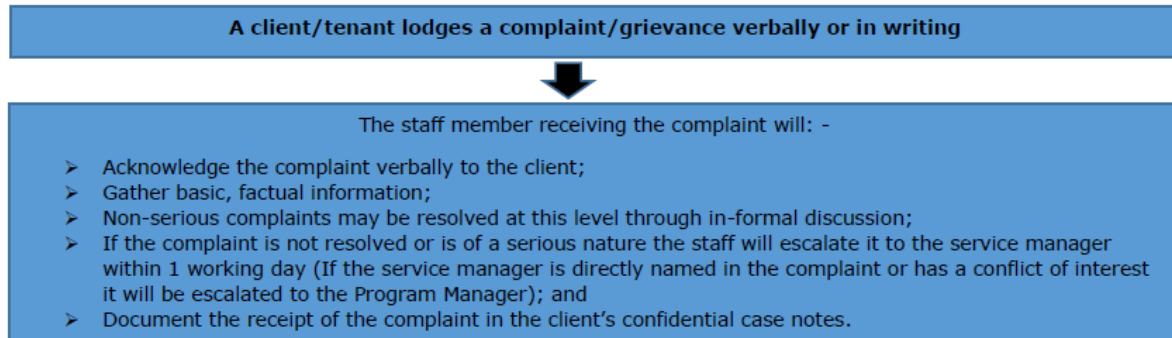
Support and Advocacy

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

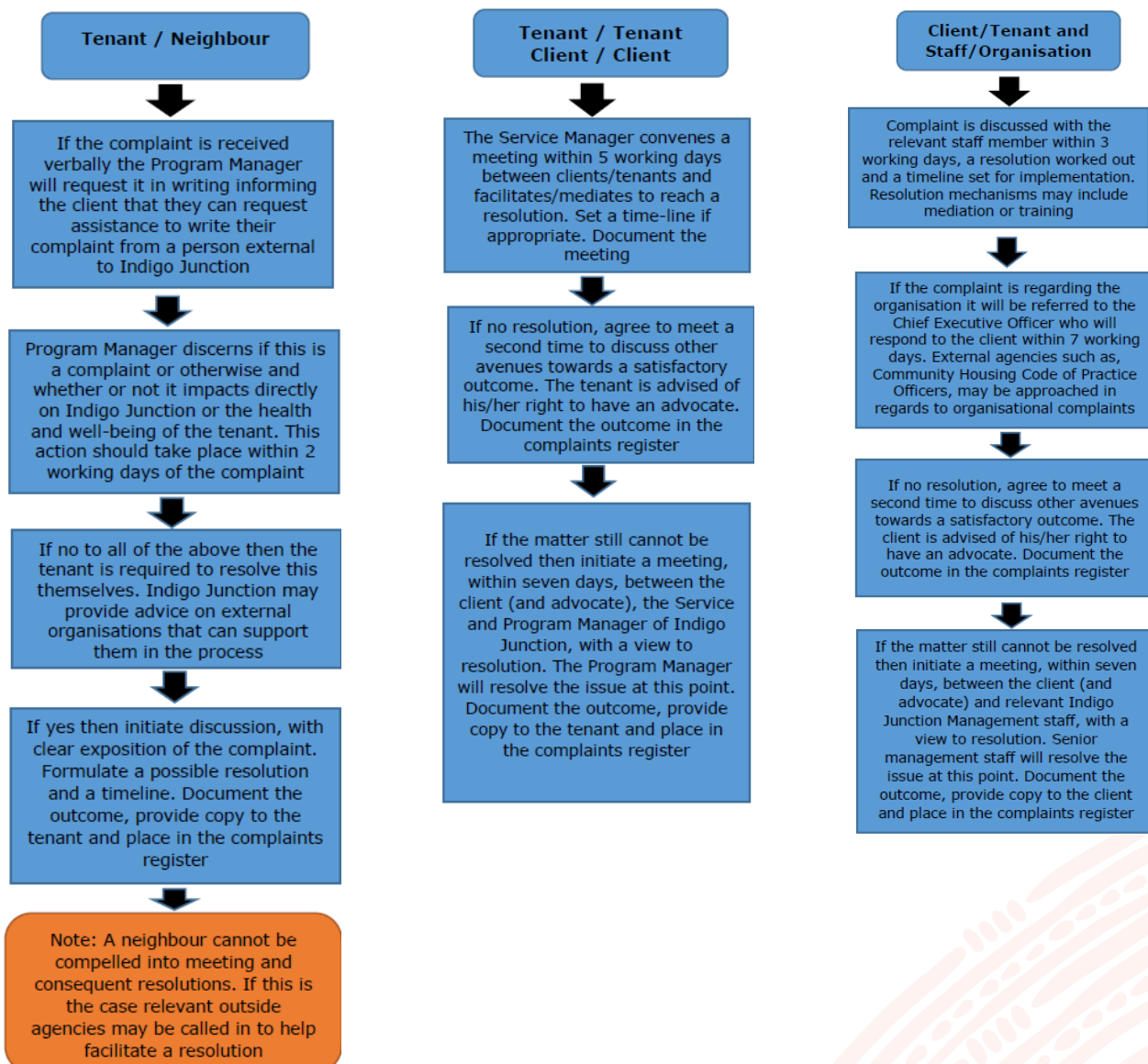
- People with Disabilities (WA): 37 Hampden Road, Nedlands – Phone 9386 6477
- Citizens Advice Bureau: 320 Rokeby Road, Subiaco – Phone 9388 7455
- Ethnic Disability Advocacy Centre: 320 Rokeby Road, Subiaco – Phone 9388 7455 – www.edac.org.au
- Carers WA: 182 Lord Street, Perth – Phone 1300 227 377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

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CLIENT/TENANT COMPLAINTS MANAGEMENT FLOWCHART



Complaints/Grievance in relation to –





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

Review Date: November 2021