

Policy Title:	Complaints Policy
Effective Date:	October 2012
Review Date:	As necessary under the Policy and Procedure Development Policy

POLICY STATEMENT

Inner City Care (ICC) will deal appropriately with complaints about the service in a timely manner, and with a mutually acceptable resolution wherever possible.

BACKGROUND AND CONTEXT

All clients of the service have a right to complain about the Centre's service. Complaints and suggestions are welcomed as they can help to improve the quality of the service.

This policy was developed according to the Community Services Commission guidelines and discussions at Management Committee meetings.

This policy was reviewed in May 2003 and in October 2005. In March 2007 the policy was reviewed to reflect the new Regulation – reviewed by the Management Committee in March 2009 and December 2010. In October 2012 the policy was reviewed to reflect the new regulation.

SCOPE AND PURPOSE

Complaints can often be dealt with most appropriately at the simplest level and anyone having a complaint about the service should discuss it first with the person most directly involved.

If this proves unsatisfactory the complaint can be taken up with the Director and/or the Parent Liaison Person from the Management Committee.

DEFINITIONS

The New South Wales Ombudsman defines 'complaint' as:

- A complaint means you are angry or upset about something.
- You are angry or upset about the rules, or what happens when you ask for changes.
- You are angry or upset even after you talk to the boss or head person.
- A non-trivial complaint is a complaint against or about something or someone that directly affects the common goal/s for the Centre as per our Centre Philosophy, Centre Goals, Centre Policies and Procedures and the Centre Code of Ethics

POLICY DETAIL/ BUSINESS RULES

Anyone can make a complaint about the service.

The Management Committee is the ultimate manager of all the affairs at the service, and as the approved provider of the service, is ultimately responsible for making sure the service meets the standards of care as required by legislation and law.

If a client feels the service is not handling their complaint to a satisfactory manner they are directed to contact the New South Wales Ombudsman.

If a complaint alleging the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, the approved provider must contact the authority within 24 hours of the complaint.

AUTHORITIES AND ACCOUNTABILITIES

The Centre Director is responsible for ensuring all ICC staff have training in this policy.
All ICC staff are accountable for the implementation of this policy.

OTHER RELEVANT DOCUMENTATION

Complaints Procedure

Staff Grievance Policy and procedure

Education and Care Services national law and regulation 2011.

Ombudsmans Act

Department of Education and Communities www.det.nsw.edu.au

Ombudsman can be contacted on ph: (02) 9286 1000 or at nswombo@ombo.nsw.gov.au

The NSW Education and Care Directorate (Department of Education and Communities) can be contacted via email: cslicensing@dhs.nsw.gov.au