



## COMPLAINTS & GREIVANCES

Policy No: USER 004

Version No: 2

Date: Oct 2010

Review: Sept 2012

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### Statement

DIRC supports the right of people to raise any problems, concerns or complaints that they may have regarding DIRC's facilities, services, personnel, policies, procedures or practices. DIRC is committed to promptly and fairly resolving such issues in a conciliatory, non-threatening, respectful and confidential manner.

### Definition

A **formal complaint** is when a person has a grievance that they want investigated and a formal response made to them.

An **informal complaint** is more of a comment, recommendation or smaller issue that does not require a response, e.g. someone just wants to air a concern and ensure that a member of staff is aware of the issue and that it is brought to the attention of the Director.

### Procedure

#### Complaints Process:

1. A person can make either a formal or informal complaint using the following methods:
  - Verbal (in person, by phone);
  - In writing (letter, email, fax).We encourage people to put formal complaints in writing to ensure that we have all of the facts and are not making assumptions about the complaint.
2. The complaint will be recorded on the *Getting it Right* form and logged on the Service Improvement Register.
3. The complaint will be forwarded to the appropriate member of staff to investigate. Complaints pertaining to the Director will be directed to the Chairperson of the Board.
4. If the member of staff is unable to respond to the complaint in a satisfactory manner, the matter will be forwarded to the Director.
5. If the Director is unable to respond to the complaint in a satisfactory manner, the matter will be forwarded to the Chairperson of the Board.
6. If the Chairperson of the Board is unable to respond to the complaint in a satisfactory manner, the matter will be forwarded to a relevant Independent Advocacy Authority.

7. Once a complaint has been investigated and the matter resolved, the outcome will be confirmed in writing and forwarded to the Complainant. The outcome will also be recorded on the Service Improvement Register.

#### DIRC's Commitment to the Resolution of Complaints:

- The process for resolving complaints will be open, honest, fair and confidential.
- Anybody who has a grievance relating to DIRC has the right to complain and to have their concerns resolved. The aggrieved person will be encouraged and supported to attempt to informally resolve the issue directly with the person concerned. The Director will, if requested, provide assistance in this endeavor.
- The aggrieved person may seek the assistance of another person in lodging their complaint. At all times during the resolution of their complaint they have the right to the assistance and support of an advocate (including an advocacy agency) of their choice. Possible advocacy agencies include, but are not limited to:
  - Aged Rights Advocacy Service
  - Citizen Advocacy South Australia Inc
  - Disability Advocacy and Complaints Service of South Australia Inc
  - Disability Discrimination Service
  - Equal Opportunity Commission
  - Human Rights and Equal Opportunity Commission
  - Independent Advocacy SA Inc
  - Individual Advocacy Program
  - Malssa Inc - Advocacy, Disability, Multiculturalism
  - National Disability Complaints Resolution and Referral Service
  - Office of the Public Advocate
  - Parent Advocacy Inc
  - State Ombudsman
- Acknowledgement of a formal complaint will be made within 1 working day of receipt.
- A response to a formal complaint will be made within 3 weeks; however complaints of a serious or criminal nature (such as abuse or gross misconduct) will be actioned immediately. If the investigation and resolution is likely to extend beyond 3 weeks, the complainant will be advised in writing as to the cause of the delay and a new response deadline set.