

Updated 21/09/2023

COMPLAINTS AND GRIEVANCE POLICY

Sunny Support Services PTY LTD

At Sunny Support Services PTY LTD, we are committed to providing high-quality services to our clients and stakeholders. We recognise that complaints and grievances may arise from time to time, and we are dedicated to addressing them promptly and fairly. This Complaints and Grievance Policy outlines the procedures and guidelines for raising and resolving complaints and grievances within our organization.

Scope

This policy applies to all clients, employees, contractors, volunteers, and other stakeholders who have concerns or issues related to Sunny Support Services PTY LTD's operations or services.

Definitions

Complaint: A complaint is an expression of dissatisfaction or concern about our services, policies, procedures, or the behavior of our employees, contractors, or volunteers.

Grievance: A grievance is a more serious and formal complaint typically related to issues such as discrimination, harassment, bullying, or significant disputes.

Staff Responsibilities

At Sunny Support Services PTY LTD, we understand that handling complaints and grievances effectively is a collective responsibility. All staff members, including employees, contractors, and volunteers, are expected to adhere to the following guidelines when dealing with complaints and grievances:

Immediate Acknowledgment and Reporting

- a. If a staff member receives a complaint or grievance directly from a client, stakeholder, or another staff member, they should promptly acknowledge the receipt of the complaint and inform the complainant that it will be escalated to the designated Complaints Officer.
- b. Staff members should not attempt to handle or resolve complaints or grievances independently, except for minor issues that can be resolved informally.

Support and Empathy

a. When interacting with individuals who raise complaints or grievances, staff members should demonstrate empathy, patience, and active listening skills to create a supportive environment.

Documentation

a. Staff members should document any complaints or grievances they receive and provide the collected information to the designated Complaints Officer in a timely manner.

Referral to Complaints Officer

a. Staff members must ensure that all complaints and grievances, regardless of their nature, are reported to the designated Complaints Officer within one business day of receipt.

Maintain Confidentiality

a. Staff members are obligated to maintain the confidentiality of complaints and grievances to the extent possible. Sharing information about the complaint or grievance should be limited to those who have a legitimate need to know for the purpose of investigation and resolution.

Cooperation in Investigations

a. If requested, staff members should cooperate fully with the Complaints Officer during the investigation process. This includes providing information, attending interviews, and providing any relevant documents or evidence.

Non-Retaliation

a. Staff members are strictly prohibited from retaliating against individuals who submit complaints or grievances in good faith. Retaliation may result in disciplinary action, up to and including termination.

Feedback and Follow-up

a. Staff members may be asked to participate in the resolution process by providing information or insights related to the complaint or grievance.

Learning and Improvement

a. Staff members should view complaints and grievances as opportunities for improvement. They should be willing to discuss the issues that arise and contribute to identifying solutions to prevent future occurrences.

Compliance with Policy

a. Staff members are expected to familiarise themselves with and adhere to the Sunny Support Services PTY LTD Complaints and Grievance Policy.

Management Responsibilities

At Sunny Support Services PTY LTD, effective management is essential for ensuring that complaints and grievances are handled appropriately and in accordance with our policies. Managers, supervisors, and team leaders have distinct responsibilities in the complaint and grievance resolution process:

Designation of Complaints Officer

a. Senior management is responsible for designating a Complaints Officer, who will oversee and manage the complaints and grievances process.

Monitoring and Oversight

a. Managers should ensure that their teams are aware of the Complaints and Grievance Policy and encourage staff to report complaints and grievances as soon as they arise.

b. Managers must regularly review the progress of open complaints and grievances within their areas of responsibility and provide any necessary support to the Complaints Officer.

Escalation of Serious Grievances

a. Managers should immediately report any serious grievances, such as those related to discrimination, harassment, or bullying, to the Complaints Officer or Human Resources.

Supporting the Complaints Officer

a. Managers should cooperate fully with the Complaints Officer during the investigation process. This may include providing information, attending interviews, and assisting in the collection of relevant documents or evidence.

Decision-Making and Resolution

a. Managers may be consulted during the resolution process, especially when the complaint or grievance involves their team members or department. However, the final decision should be made by the Complaints Officer to ensure objectivity.

Non-Retaliation

a. Managers are responsible for ensuring that there is no retaliation against individuals who submit complaints or grievances in good faith within their areas of responsibility.

Feedback and Follow-up

a. Managers should communicate with the complainant and other relevant parties as necessary to facilitate a successful resolution and ensure that any corrective actions are implemented.

Learning and Improvement

a. Managers should view complaints and grievances as opportunities for improvement within their teams or departments. They should actively participate in discussions to identify systemic issues and contribute to solutions.

Compliance with Policy

a. Managers are expected to be familiar with and enforce the Sunny Support Services PTY LTD Complaints and Grievance Policy within their areas of responsibility.

Training and Awareness

Sunny Support Services PTY LTD will provide training to staff members and managers to ensure they are equipped with the knowledge and skills necessary to fulfill their responsibilities under this policy. This training may include guidance on conflict resolution, communication skills, leadership in addressing complaints and grievances, and policy compliance.

For inquiries or to report a complaint or grievance, please contact our designated Complaints Officer at: feedback@sunnysupports.com.au

Reference - NDIS Quality and Safeguards Commission – Effective Complaint Handling Guidelines for Providers