

# Policy and Procedures

**Title:** Complaints Management Policy

**Date:** 22nd May 2023

**Document Control Register Number:**

**Summary:** Bourke Aboriginal Corporation Health Service (BACHS) values complaints about its services, systems, facilities and service delivery and is committed to using a customer centred approach to promptly address member, patient or stakeholder concerns.

**Classification:**

**Functional Group:** Complaints Management

**Endorsement Date:**

**Publication Date:** 22 May 2023

**Next Review Date:** 22 May 2026

**Applies to:** All BACHS staff

**National Standard that this P&P applies to:**

**Approved by:** BACHS Board

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## 1. PURPOSE

The purpose of this policy is to communicate how BACHS will manage complaints made about its services, systems, facilities or service delivery fairly, efficiently and effectively.

## 2. SCOPE

This policy applies to all complaints made by a member, patient or other stakeholder about BACHS's services, systems, facilities or service delivery.

## 3. PRINCIPLES

BACHS will:

- address each complaint in an objective, equitable and impartial manner
- manage a complaint in accordance with the principles of procedural fairness
- take reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf
- manage conflicts of interest, whether actual or perceived
- ensure that complaints made about a staff member are handled by someone other than the person about whom the complaint is made, and
- ensure that reviews about how a complaint was managed is conducted by a person other than the original decision maker.

## 4. COMPLAINT HANDLING

BACHS aims to resolve complaints at the first point of contact wherever possible. People making complaints will be:

- provided with information about BACHS's complaint handling process
- listened to and treated with respect by staff
- actively involved in the complaint process where possible and appropriate, and
- provided with reasons for decisions and any options for review.
- Receipt and acknowledgement
- BACHS will record complaints it has received. The information recorded will include:

- contact information of the person making the complaint
- issues raised by the person making the complaint
- the outcome/s they are seeking, and
- any other relevant information.

BACHS will acknowledge receipt of a complaint in writing, provide a unique identifier and contact details of the staff member who can be contacted in relation to the matter.

## 5. RESPONDING TO AND FINALISING COMPLAINTS

BACHS will respond to and finalise a complaint as soon as practicable and will keep in contact with the person making the complaint throughout the process.

Where BACHS considers more than 60 calendar days are required to finalise a complaint, it will inform the person making the complaint in writing of why more than 60 calendar days are required and regularly update the person making the complaint on the progress of their matter.

BACHS will provide the person making the complaint with the following information:

- the outcome of the complaint and any action taken
- the reason/s for the decision
- the remedy or resolution/s that BACHS has proposed or put in place, and
- options for internal or external review.
- BACHS will ensure that outcomes are properly implemented and monitored.
- Record keeping
- BACHS will keep records in relation to the complaint and its outcome.

## 6. MANAGING UNREASONABLE CONDUCT

BACHS expects people making complaints to act appropriately in their dealings with BACHS. When people behave in an unreasonable, abusive, harmful or threatening manner, BACHS will take action to manage the conduct and will support staff to do the same.

Information about how BACHS will manage unreasonable conduct by a person making a complaint is available in *Managing Unreasonable Conduct by Complainants*.

## 7. RESPONSIBILITIES

<b>Person making a complaint</b>	Act appropriately in their dealings with Bourke Aboriginal Corporation Health Service.
<b>Bourke Aboriginal Corporation Health Service</b>	<p>Assist people who wish to make a complaint to access Bourke Aboriginal Corporation Health Service s complaints process.</p> <p>Treat all people with respect, including people who make complaints.</p> <p>Respond to complaints as relevant to their role and responsibilities and in accordance with complaint management policy.</p>

## 8. DEFINITIONS

<b>Complaint</b>	An expression of dissatisfaction made in relation to Bourke Aboriginal Corporation Health Service’s services, systems, facilities or service delivery, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.
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## 9. RELATED DOCUMENTS

- Complaint Management Procedure
- Managing Unreasonable Conduct by Complainant Procedure

## 10. DOCUMENT INFORMATION AND REVIEW

This procedure document has been informed by the NSW Ombudsman effective complaint handling guidelines.

This policy document will be reviewed at least every three years.