

Kingfisher Adult Learning Programs Inc.

Policy 7

Complaints and Disputes

Policy Statement:

KALP Inc is committed to providing an equitable, fair and transparent process for all of the service's participants, support persons, families/carers, staff and volunteers. KALP will develop organisational procedures that ensure free access to information about the complaints and disputes process, encourage complaints as a valuable mechanism for continuous service improvement, and ensure confidentiality during the complaints process.

KALP recognises the need for a safe workplace and will not tolerate any form of harassment or abuse. To support this all members are advised of this position through induction manual and the statement on workplace bullying and harassment.

Purpose:

To provide a framework for the fair, equitable, timely and transparent resolution of complaints and disputes

Underlying principles:

The complaints procedure of KALP reflects fair, equitable, timely and transparent processes for resolution of complaints and disputes.

Complaints will be responded to initially within 5 working days

Information about the complaints procedure is made freely available in an appropriate form for participants, support person, families/carers, staff and volunteers of the service.

Complaints are encouraged, made without fear of retribution and kept confidential.

Complaints are a valuable mechanism for continuous improvement of service delivery

All staff are entitled to a safe workplace free of bullying and harassment

Roles and Responsibilities:

Management Committee:

- Ensure the implementation of a fair, equitable and transparent complaints process;
- Monitor and review the overall effectiveness of the complaints process;
- Work to resolve complaints that have been unable to be resolved by the Program Coordinator;
- Ensure records are kept of individual complaints and their outcomes;
- Ensure implementation of improvements identified during the complaints process
- Ensure that action plans are achievable within the resources of KALP;

Program Coordinator:

- Undertake the complaints procedure promptly whenever a complaint is made;
- Encourage complaints as a mechanism for service improvement;
- Provide information about the complaints process in an appropriate format;
- Advise complainants of their right to an advocate and provide information about advocacy services;
- Ensure confidentiality for the complainant and other involved parties;
- Report unresolved complaints to the Management Committee
- Keep a written record of all aspects of the complaint, investigation and outcomes.

Support Workers/Volunteers:

- Encourage the making of complaints without fear of retribution
- Direct all complaints to the Program Coordinator.
- Make complaints/workplace grievances through the appropriate channels

Participants and support persons/families/carers:

- Understand the complaints process
- Recognise complaints as an important way of improving the service
- Contribute to the discussion and resolution of complaints they have made.

KALP Related documents:

- Complaints Brochure 7.01;
- Complaints Procedure 7.1
- Statement on Workplace bullying and harassment 7.02
- Complaints Register

This policy shall be reviewed in 1 year from its effective date to determine its effectiveness and appropriateness. This policy may be assessed before that time to reflect any substantive change as a result of KALP Inc's continuous improvement strategy.

Policy 7.1 Complaints and Disputes reviewed and authorised by:

President name: _____

President signature: _____ Date: _____

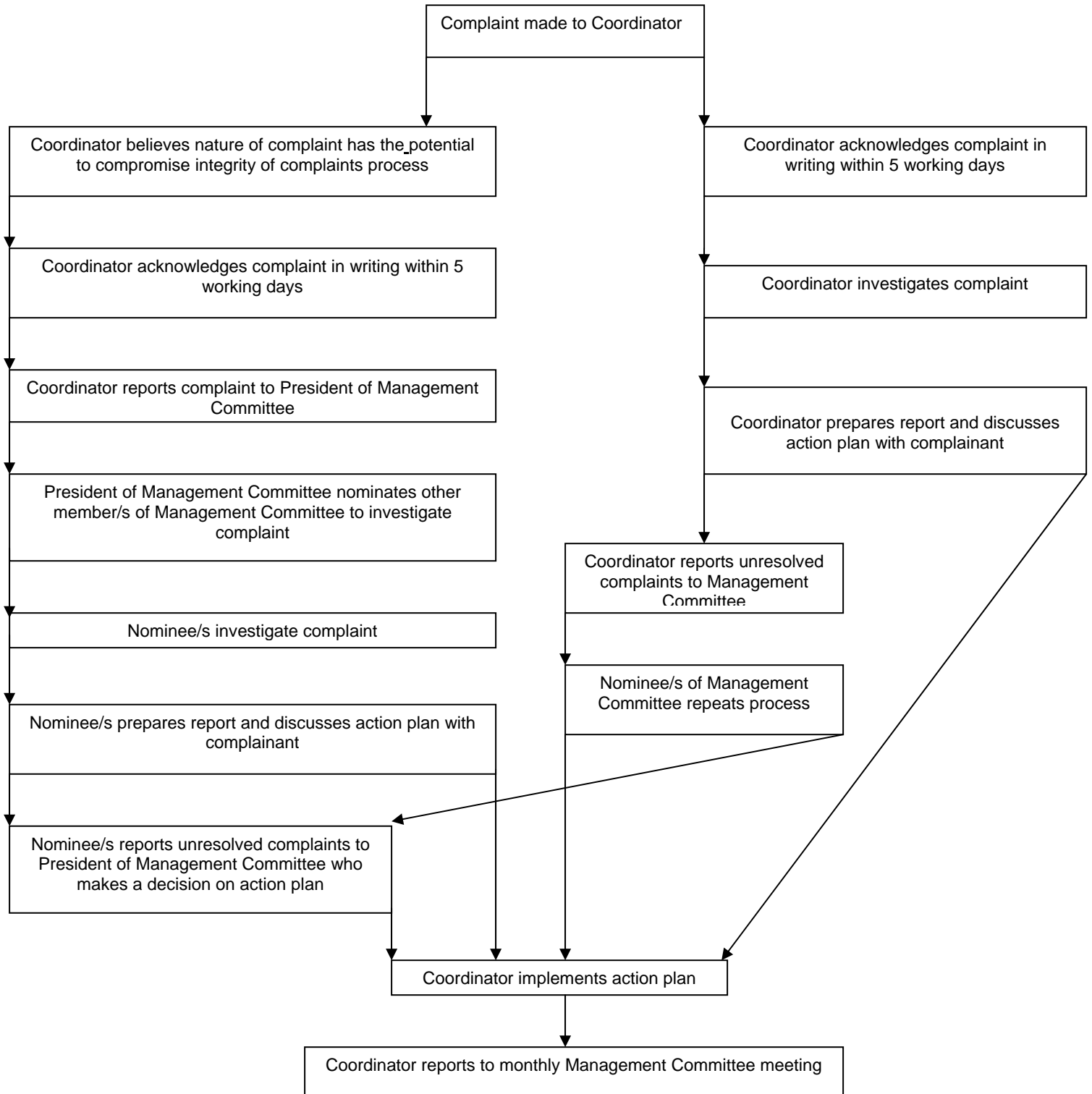
Secretary name: _____

Secretary signature: _____ Date: _____

Parent Representative name: _____

Parent Representative signature: _____ Date: _____

Policy 7
Complaints procedure 7.1



Statement on Workplace Bullying and Harassment 7.02

A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, including sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers.

The behaviour is considered bullying or harassment if it–

- is unwelcome
- is unsolicited; and
- the person considers it to be offensive, intimidating, humiliating or threatening; and
- a reasonable person would consider it to be offensive, humiliating, intimidating or threatening.

Adults who consider they have experienced such behaviour should lodge a complaint as per Complaints procedure 7.1.