

# Hackham West Community Centre

## FEEDBACK AND COMPLAINTS PROCEDURE

The Hackham West Community Centre places great importance on creating and maintaining good relations with service and program users and the community. Where an issue is raised, the Centre aims to deal with it quickly and effectively.

### 1. Definitions

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#### Complainant

The person making the complaint.

#### Complaint

An expression of dissatisfaction made either orally or in writing about the standard of service, actions or lack of action by the Centre or its staff affecting the individual or group of customers.

#### Formal Complaint

A complaint where the complainant wishes the issue to be referred to management, and any complaint that relates to Centre policy, procedures, staff or individual and public safety.

#### Informal Complaint

A comment on an operational matter that can be readily resolved by a program coordinator or staff member of the program or service concerned.

#### Staff

Paid employees and volunteers.

### 2. Legislative Requirements:

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- [Equal Opportunity Act 1984 \(South Australia\)](#)
- [Health and Community Services Complaints Act 2004](#)
- The Health and Community Services Complaints Act 2004 provides for a Charter of Community Service User's Rights
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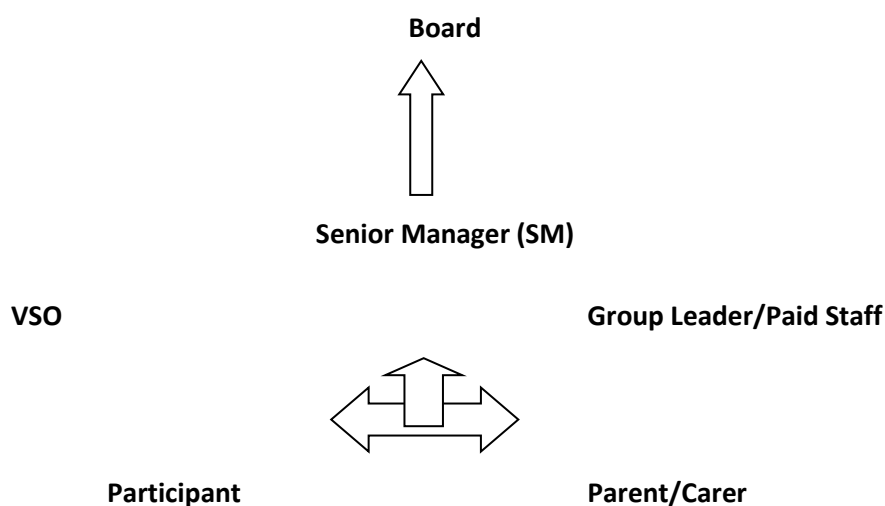
### 3. Related Documents

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- Volunteer Management Procedure and Guidelines
- Feedback and Complaints Brochure
- Feedback and Complaints flyer
- Complaint Form
- Complaint Register
- Code of Conduct
- Rights and Responsibilities
- Service Standards

### 4. Feedback and complaints Hierarchy

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### 5. General guidelines

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- Complaints will be received positively. Staff will display empathy, listen to the complaint and be open to resolution
- Should a participant or carer have a complaint they need to make a time to meet with the Program Coordinator, Senior Worker or Volunteer Support Officer to resolve the matter
- If they are unable to resolve the matter, the Program Coordinator or VSO can approach the SM to resolve
- If the complaint is with the Program Coordinator, Senior Worker or VSO, the participant or carer may approach the SM to help resolve the matter
- If the SM is unable to resolve the matter then it is brought to the attention of the Board.

- If the complaint is with the SM and they are unable to approach this person with their complaint then they would seek a member from the Board to help address the complaint for them.
- In the face of threatening or abusive behaviour staff should not continue to try to resolve the complaint but summon aid and support
- Service and program users are provided with information on the complaints procedure, brochures and flyers are on display as part of program and service intake information.
- A complaint can be made in person or in writing. Written complaints should be marked 'Confidential' and addressed to the appropriate person – Program coordinator, SM, Board Chairperson.
- Informal (minor and operational) complaints can be managed at the first point of contact and is the preferred option if possible.
- All staff can assist the complainant with complaints within their capacity and role.
- Formal complaints will be managed by the Senior Manager.
- Complaints relating to Centre policy or governance matters should be directed to the Board Chairperson.
- If the complaint is against the SM, it should be directed to the Board Chairperson.

## 6. Procedure

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**The following are the steps in the Complaint procedure:**

### 6.1 Informal complaints

- A service or program user or community member raises the complaint with any member of the Centre staff.
- Staff identify if the complaint is informal or formal. If informal the staff member offers to try to resolve the complaint.
- If the complainant is happy for the informal complaint to be managed at the point of contact, the staff member should listen and discuss the complaint and if possible resolve the complaint immediately.
- Staff to offer the complainant the opportunity to be supported by a representative of their choice. (This may be a family member or interpreter as examples).
- Staff to refer the outcomes of resolved informal complaints to the Program Coordinator who will record the complaint and outcome on the Complaint Form and forward to the SM. This record should include any improvement activities resulting.
- The SM will record the complaint and outcome on the Complaint Register.

## 6.2 Formal Complaints

- If the complainant would prefer their complaint to be referred to management or the matter relates to Centre policy, staff, safety or public comment – becoming a formal complaint, the staff member with support from the Program Coordinator should complete the Complaint Form and attach any written complaint or supporting documents.
- Staff should provide the complainant with the Centre Feedback and Complaints Brochure and inform the complainant that they should expect a response from management within seven days.
- The Complaint Form should be forwarded to the SM the same working day.
- The complainant is contacted within seven days and informed an investigation into their complaint will occur and that they will be contacted within 15 days. Investigation of the complaint may involve calling for witnesses, written reports and or expert opinion.
- If the complaint is not resolved within 15 days, the complainant will be informed that the complaint is to be referred to the Board Chairperson and or the Board, where a decision will be made within 7 days and communicated to the complainant.

## 6.3 Unresolved Complaints

- If the complaint cannot be resolved by the SM or Board, or the complainant is unhappy with the outcome, the complainant has the right to involve an external agency.
- A list of other external agencies is included on the Feedback and Complaints Brochure.

## 6.4 Monitoring and Improvements

The SM is responsible for maintaining records of complaints and reporting to the Board at the next meeting as part of the SM Report.

The Complaint Register will be reviewed on an ongoing basis to note any evolving trends in complaints and subsequent activities required.

## 7. Forms or Attachments

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- Feedback & Complaints Brochure
- Complaints Form
- Complaints Register

## 8. Document History

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Document Name:		Complaints and Feedback	
Version No.	Version Date	Review Date	Description of changes
1	16/08/2018	16/8/2021	
2	10/8/2021	10/8/2024	

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