



Upper Great Southern Family Support Association

GRIEVANCES - SERVICE USERS

The Association empowers Service Users to choose through whom and how they want to make a grievance.

Service Users may bring their grievance/dispute to the notice of the Association through the Executive Officer, the President of the Board or a Board member or other authority. Service Users may present the grievance/dispute themselves or use an advocate.

Service Users have the right to take their grievance to an external outside agency.

Treatment of grievances and disputes will be fair to both the person making the grievance and those receiving the grievance and will be given high priority for resolve.

Service Users, families, and advocates have the right to be informed about the Organisation's service user Grievances Policy & Procedure.

Disputes about the Association, its staff, Board or services are invited by the Association, to provide opportunities for improvement of service quality and strengthening of the Association and Service User relationships.

Grievances will be viewed as a means of evaluating and improving the Association's role and performance.

The following procedures are to be implemented to enable the Association to meet its policy objectives of ensuring that all Service Users are free to lodge and have resolved any grievances/disputes regarding the Association.

General procedures:

The Association's Executive Officer, Office Staff and all members as they become involved are expected to;

- 4.1** Treat all Service User grievances as private and confidential in accordance with the Privacy Act.
- 4.2** All staff is aware of the existence of, and have access to, a copy of the Grievances Management File.

- 4.3** The Executive Office or associated staff member will assist people who may have difficulty making a grievance by completing the “Grievances Form”.
- 4.4** In the first instance encourage the complainant to discuss their issue with the person whom they have the grievance with, if appropriate.
- 4.5** Recording and acknowledgement of the grievance using the association “Grievances Register” and attempt a resolution by first point of conduct.
- 4.6** If the grievance cannot be resolved at this level, the grievance will then be directed to the Executive Officer. On receiving the grievance, the Executive Officer is to inform the Board of the grievance.
- 4.7** If the grievance is still not rectified then it is to be directed to the Board of Management.
- 4.8** If the Service User has elected to have the grievance dealt with internally, the complainant is to be met within 5 working days to document the nature of the grievance or concern and a resolution identified.
- 4.9** The Executive Officer shall notify the complainant in writing of the outcome of the investigation within 10 working days after the investigations have been completed.
- 4.10** If the grievance cannot be resolved within the organisation, the complainant will be directed to an outside agency (refer to brochure). Ensure that consent is obtained prior to referring the grievance to the Office of Health Review. A consent form must be completed, signed and dated by the complainant and witnessed by an Association staff member or Board member.
- 4.11** Ensure that the complainant does not have to meet or deal with the person allegedly involved or associated with the grievance, should they choose not to do so.
- 4.12** All grievances, resolved and unresolved to be recorded in a grievances log book and a non-identifying summary of grievances to be tabled at the next Board of Management meeting.