

Strategic Objective:

1. Excellence in Service Delivery



POLICY : 1.4 Quality & Risk

PROCEDURE: 1.4.13 Client Grievances, Disputes, Non Conformance and Non Compliance

Approval By:	Manager Systems & Risk	Approval Date:	14.07.2014
Document Owner:	Director of Nursing	Next Review Date:	14.07.2016

Purpose To communicate the process for effective, transparent and fair resolution of client concerns, complaints, grievances and/or disputes, in relation to QEC staff and services, including contracted services.

Target Audience QEC personnel and contractors.

Definitions

Procedure QEC's aim is to prevent complaints, grievances and disputes, from arising, whilst encouraging recording of all feedback.

Clients are informed of the processes for providing client feedback and complaints when they are admitted to QEC programs. (Doc No: 20CL319V1.0).

Where the client refers a complaint or feedback to a staff member, the staff member is responsible for ensuring that the following principles are observed:

- 1) Fairness: impartial and confidential
- 2) Accessibility: awareness and accessible (range of options are provided)
- 3) Responsiveness: processes are made clear as to what are the next steps
- 4) Efficiency: timely
- 5) Integration into the organization: systems to manage complaints at all levels.

The QEC staff member who first learns of a complaint, grievance, or dispute, is responsible for ensuring that the feedback is recorded on RiskMan and actioned appropriately. The staff will assist the client to determine their desired course of action.

Clients are offered the opportunity to put their concern in writing and given the appropriate forms and/or access to the RiskMan system through internet access.

Only if the matter cannot be satisfactorily resolved at that level should it be referred by that staff member to the manager who will similarly attempt to resolve the matter and record the outcome.

In some situations, responsibility for management and resolution may be passed up through the line to the Chief Executive Officer.

The reporting line for management of any complaint, grievance, or dispute, is as follows:

1.4.13 Grievances, Disputes, Non Conformance and Non Compliance

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- Staff member (early Parenting Practitioner, Administrator, Clerk) to
- Team Leader to
- Program Coordinator to
- Program Manager to
- Chief Executive Officer (CEO)

If a listed role does not exist in the applicable program, reporting processing to the next relevant role.

If the complaint remains unresolved the issued may be referred to the Health Services Commission and the Chief Executive Officer will report the concern to the Board.

The Systems & Risk Manager is responsible for ensuring report/documents are, stored electronically in the Risk Management System, RiskMan.

The RiskMan System Records:

- The dates of feedback/incidents/opportunity for improvements.
- The nature of the complaint, grievance, dispute, non-conformance or non-compliance.
- The agreed actions to be taken.
- A review/evaluation of the action implemented, electronic logging of employee and dates of entry into the system, when the action implemented is reviewed/evaluated and by whom.
- QEC clients have a right to the respect of other QEC clients and members of staff and to participate in the planning and delivery of their services and interventions. They have a consequential responsibility to respect other QEC clients and staff and to comply with agreed services and interventions.
- All QEC clients are invited to provide feedback on exit from programs, and may make formal feedback electronically through the RiskMan system and have them treated promptly and fairly at any time during or after an episode of service.
- Clients and Customers are fully informed about QEC's complaints, grievances and disputes procedures at their orientation briefing with QEC staff.

Clients may also leave written feedback at the QEC Reception Desk, where there is a box located for Client Feedback Client.

Related Links

Key Legislation, Acts and Standards

- Public Sector Management & Employment Act 1998 (G0109)
- Code of Conduct for the Victorian Public Sector April 1995 (G0109)

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- Service Agreements, contracts, protocols between QEC and individual Departments, agencies, supplier and organisation
- Whistleblowers Protection Act 2001
- Managing Grievance Records – Office of Public Employment
- Office of the Health Services Commissioner – Guide to Complaint Handling in Health Care Services (Health Services Review Council) www.health.vic.gov.au/hsc

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-
e.g.

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	

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	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	Y
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Other Key Legislation, Acts and Standards

Office of the Health Service Commissioner – Guide to Complaint Handling in Health Care Services (Health Services Review Council)

Key words

Grievances, disputes, non-conformance and non-compliance, client complaints, client feedback, client concerns

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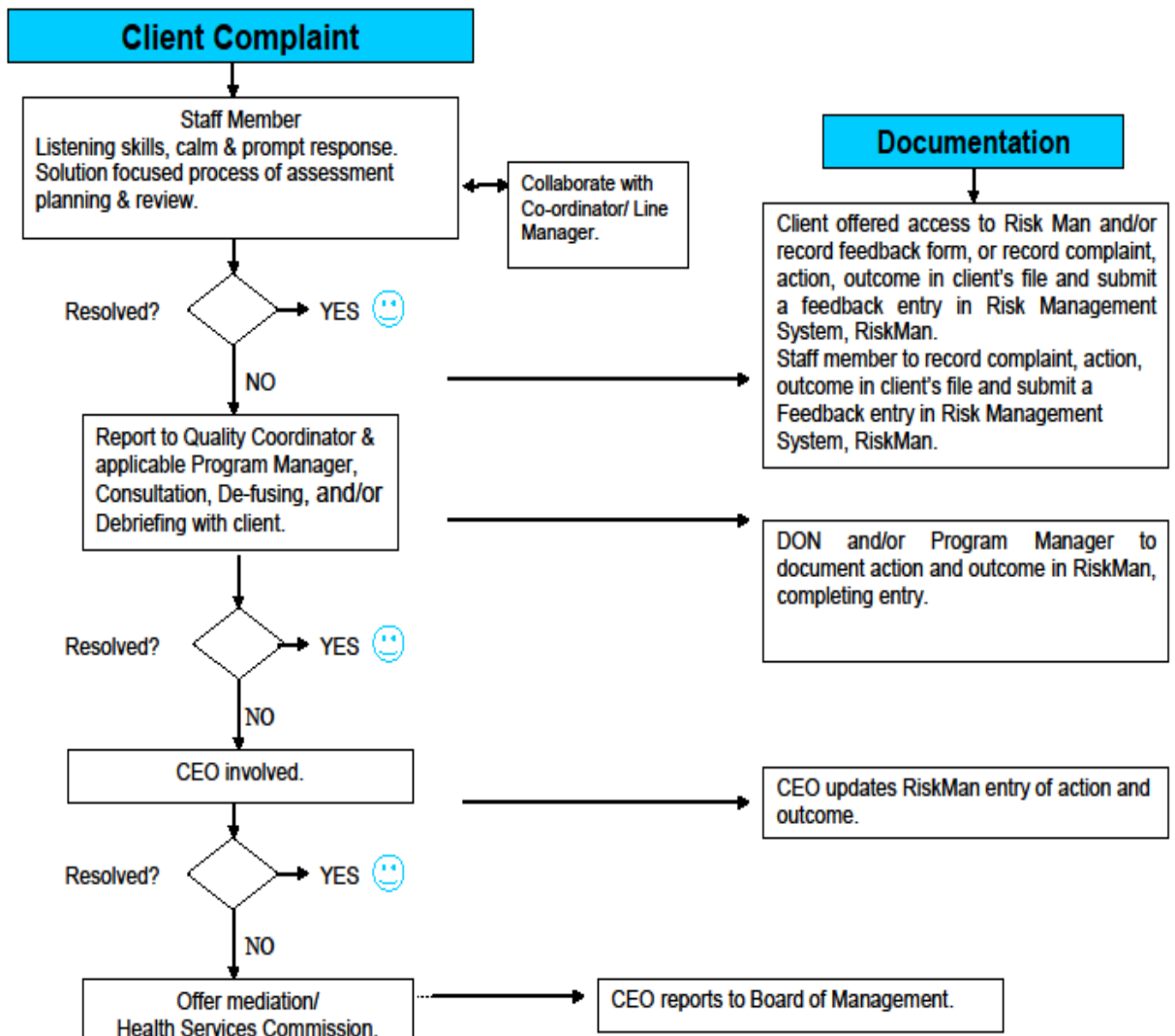
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1.4.13 Grievances, Disputes, Non Conformance and Non Compliance – Flowchart



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