

023 – GENERAL GRIEVANCE RESOLUTION POLICY STRATEGIC POLICY



POLICY TITLE:	023 – GENERAL GRIEVANCE RESOLUTION POLICY		
VERSION:	004	DATE EFFECTIVE:	01/06/2006
AUTHORISED BY:	Chairperson	DATE REVIEWED:	11/05/2022

PURPOSE

To ensure that all associated with ARC Disability Services Inc. (ARC) have a structured process by which to air disputes, conflicts and/or grievances, regarding any service received or not received, or any contact made with the organisation and/or any Employee, Volunteer or Board Member associated with ARC.

SCOPE

All Participants and their families or support networks
All Employees
All Volunteers
The Chief Executive Officer (CEO)
All Board Members

WHO CAN MAKE A COMPLAINT?

Participants and their family members
Individual Workers
An advocate
Community Visitor
A Professional
Member of Community

IMPLEMENTATION

It is the policy of ARC that any person connected with ARC, be that a person who has a disability, their family/carer, an employee, volunteer, board member or community member, has the right to pursue a grievance, without fear of recrimination.

ARC is committed to taking action in a timely and confidential manner to address grievances raised, and will aim to reach a positive resolution for all parties.

Feedback on the progress and/or outcome will be provided as soon as is practicable. However, due to the many variables that can affect the timeframe for resolution of each individual grievance, ARC will inform individuals of the expected timeframe for responses on an individual basis.

Many issues, concerns or grievances can often be attributed to a misunderstanding or miscommunication and are best resolved sooner rather than later. Any concern, issue or grievance relating to ARC must be reported so that we address the situation promptly and take the opportunity to improve our service.

ARC is committed to using complaints received to identify and act upon any opportunities that will assist in continuous improvements to service delivery and operational issues.

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PROCEDURE

- Step 1.** Contact the relevant Coordinator, Manager, CEO or Chairperson as soon as possible.
- Contact can be made in any of the following ways:
- By telephone direct to the office on 07 4046 3600
 - By telephone direct to the CEO on 07 4046 3602 or CEO@arcinc.org.au
 - By mail to PO Box 942N North Cairns 4870
 - In person either at the office at 92 Little Street, Manunda or at a place of your choice by arrangement
 - By email to the individual Coordinator of your choice or to feedback@arcinc.org.au or board@arcinc.org.au (Direct to ARC's Chairperson)
 - Through one of the advocacy or support agencies listed at the end of this document, or by an independent support person of the Participant's choice.
- Step 2.** The grievance will be logged within ARC via a complaint form so that actions and feedback can be recorded.
- Step 3.** If the matter is not resolved or relates to a Coordinator, Manager, the CEO should be contacted, so that a mutually convenient time may be arranged to discuss the matter.
- Step 4.** If the matter is still not resolved or if the issue relates to the CEO, the Chairperson or other Executive Member of the Board will be contacted to help resolve the matter. The office can be contacted and a request made for the Chairperson or another board member to make contact. Alternatively, the Chair can be emailed directly at board@arcinc.org.au.
- Step 5.** If the matter is still not resolved, the CEO will contact the Complaints Officer within the Quality and Safeguards Commission within the National Disability Insurance Agency or within the Department of Communities - Disability Services to help resolve the matter.
- Step 6.** Once a resolution is agreed upon the matter will be recorded and a copy of such records will be given to all parties.
- Step 7.** If a resolution cannot be reached, agreement will be made between all parties about an acceptable way to move forward, without prejudice to a person's support services, employment or engagement as a volunteer.
- Step 7.** ARC will retain an accurate record of all complaints received and the resolutions reached, so that these records can be made available to the NDIS Quality and Safeguards Complaints Commissioner, should they require it.

At any stage during the above process an independent advocate, support person or advisor may be requested at any time. Should there be a cost associated with advocacy or support for service users ARC may be able to assist with this by prior arrangement.

ADVOCACY AGENCIES

Rights in Action	Ph; (07) 4031 7377
QLD Aged & Disability Advocacy	Ph: 1800 818 338
Disability Legal Advocacy Service	Ph; 1800 650 197
Fair work Australia	Ph; 131 394
National Disability Insurance Agency	Ph; 1800 800 110
NDIS Quality and Safeguards Commission	Ph; 1800 035 544

Should any Participant, their family, staff member or volunteer feel that they are unable to address their concerns, issue or complaint directly with ARC than any of the above relevant agency(s) may be contacted in the initial instance. ARC encourages general feedback at any time; this can be undertaken by contacting the ARC office directly, or emailing feedback@arcinc.org.au.

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REFERENCES

NDIS Quality and Safeguards Framework
Fair Work Act 2009

AUTHORISATION

This Policy is approved and issued by:



Elizabeth Brown

Chairperson

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