

Strategic/Operational Procedure – O 41

General Grievance Resolution Policy & Procedure

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POLICY

It is the policy of ARC Disability Services that any person connected with ARC Disability Services Inc., be that a person who has a disability, their family/carer, or a staff member or volunteer has the right to pursue any grievance, without fear of retribution.

Any grievance which the organisation is made aware of shall be dealt with in a timely and confidential manner with the aim of a positive resolution being reached.

All grievances will be dealt with as quickly as possible and feedback on the progress and/or outcome will be provided as soon as is practicable. Due to the many variances which may affect the timeframe for resolution of each individual grievance individuals will be informed 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 sorted out sooner rather than later. If you do have a concern, issue or grievance relating to ARC please let us know as soon as possible 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.

PURPOSE OF PROCEDURE

To ensure that all ARC service users, families, staff and volunteers 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 ARC Disability Services Inc. and/or any Employee, Volunteer or Board Member associated with the organisation.

RESPONSIBILITY FOR IMPLEMENTING PROCEDURE

All Service Users and their families or support networks
All Employees
All Volunteers
The CEO
All Board Members

PROCEDURE

Step 1. Contact the relevant Coordinator, Manager or CEO as soon as possible.

Contact can be made in any of the following ways:

- By telephone direct to the office on 40463600
- By telephone direct to the CEO on 40463609
- 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 admin@arcinc.org.au
- Through one of the advocacy or support agencies listed at the end of this document, or by an independent support person of the consumers choice.

- Step 2. The grievance will be logged at the ARC office on a complaint form so that actions and feedback can be recorded.
- Step 3. If the matter is not resolved or relates to a Coordinator or 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 ARC Disability Services Board of Management may be contacted to help resolve the matter. Please contact the office and ask for the President or another board member to contact you.
- Step 5. If the matter is still not resolved the CEO will contact the Complaints Officer at 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. Should it not be possible to resolve the issue satisfactorily agreement will be made about an acceptable way to move forward without prejudice to support, employment or engagement as a volunteer.

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 ARC may be able to assist with this by prior arrangement.

Details of relevant advocacy agencies are as follows.

Rights In Action Ph: 4031 7377

Qld Aged & Disability Advocacy Ph: 1800 818 338

Should any service user, their family, staff member or volunteer feel that they are unable to address their concerns, issue or complaint directly with ARC then the following agencies may be contacted:

Dept. of Communities -Disability Services - Ph; 40489900 (Cairns Office)

Dept. of Communities Disability Services - Ph; 32247179 or 1800 177120 (Central Office)

Rights In Action - Ph: 4031 7377

Disability Legal Advocacy Service - Ph; 40317688 or 1800 650197

Fair work Australia - Ph; 131394