

Complaints Management Policy

Employee ME identifies and manages complaints in a systematic and cost-effective manner.

Employee ME is committed to effective complaints management by managing complaints in an accountable, transparent, timely and fair manner.

The company recognises that effective complaints management is integral to good client service; it values all complaints and encourages a people-focused and proactive approach to complaints management.

Objectives

The objectives of this policy are to ensure:

- fair, accountable, transparent and responsive management of complaints about the department's functions
- complaints are handled promptly and as close to the source as possible
- effective monitoring of complaints
- identification and implementation of business improvement opportunities

Definitions

A **complaint** is an expression of dissatisfaction about the department's products, services, or staff that requires a response or resolution.

Principles

The complaint management principles underlying this policy reflect the Australian/New Zealand Standard AS/NZS 10002-2014 Guidelines for complaint management in organizations, and s.219A of the *Public Service Act 2008* – which prescribes the need for a complaints management system in all Queensland Government agencies.

Employee ME is committed to the following complaints management principles:

- provision of a free and accessible complaints process, that supports natural justice and
- procedural fairness for all persons with no reprisals or detriment from making a complaint
- people have the right to be supported by a friend, an advocate, an interpreter or a community elder
- provision of information about where to lodge a complaint, how to make a complaint and how complaints will be managed, including referring complaints to external agencies, where required
- opportunity for complaints to be made anonymously, with complainants advised of the limitations of an anonymous complaint

- provision of clear information about what can or cannot be achieved by a complaints process, and aiding anyone who wishes to make a complaint
- responding to complainants in a respectful, fair, objective and timely manner, that respects the confidentiality of personal information
- communicating with parties about the progress of the complaint
- providing a clear explanation of the final decision, any recommendations, review options and any available external review mechanisms
- Employees adhering to Employee ME's record keeping policy and procedure.

Employee ME staff receiving complaints must be treated with respect. Abusive, aggressive or disrespectful behaviour towards staff during their interactions will not be tolerated

Complaints Management Model

Employee ME's complaints management model is a four-stage process.

1. Talk directly to the staff member to resolve the issue.
2. Have a meeting with the staff member and the family.
3. Engage external HR company – FOCUS HR
4. Take the complaint to General Manager