

# **WWILD – SVP Association Inc.**

## **POLICY AND PROCEDURES**

### **COMPLAINTS AND DISPUTES**

**REVIEWED January 2025**

**NEXT REVIEW DUE January 2027**

WWILD encourages and assists clients/service users, their supporters and family members, members of the community, volunteers, students and employees, to exercise their right to raise, and have resolved, any complaints or disputes they may have regarding the agency and its services in a timely manner. WWILD emphatically upholds the right of clients/service users, their supporters and family members, members of the community, volunteers and employees to raise complaints without fear of retributive action.

#### **PROCEDURE**

- WWILD recognises that clients/service users may not come forward with a complaint and accordingly WWILD workers are required to bring forward to the Manager any situations that could legitimately lead to a complaint.
- Complaints can occur on two levels and can result in different courses of action.
- A Level A complaint may consist of an expression of dissatisfaction and may be addressed fairly immediately by the worker or in consultation with others. If appropriate, this may be noted on the client's file when the complaint is related to a client or their experience. The manager should be notified of this kind of complaint to allow for the monitoring of trends.
- A Level B complaint can't be resolved straight away and requires escalation to the manager for investigation and/or response/resolution. These complaints must be recorded in the complaints register. The manager should inform the management committee of Level B complaints to allow the committee to maintain an oversight of common issues or trends that service users or other stakeholders may be raising.
- Due to the nature of their disability, WWILD recognises that some clients may need an advocate to provide support to raise and/or process complaints. Clients/service users are provided with information and support to access an independent support person of their choice to assist them through the complaints process.
- WWILD will not tolerate retributive action resulting from a complaint. Clients/service users and their significant others, volunteers, employees, students and management committee members should have no fear of retributive action in raising complaints. Workers should help communicate this to clients and their significant others through reinforcing their right to make a complaint.
- WWILD has a complaints management process provided in appropriate formats throughout the WWILD office that is accessible and transparent.
- WWILD will ensure that complaints are acknowledged within two working days and that the complainant is given feedback regarding the resolution process and outcome.
- WWILD will use complaints to consider whether improvements within the service are necessary through taking complete complaints to team meetings for reflection and learning, this is recorded in the Complaints register.

- Client supporters, family members, members of the community, volunteers and employees are able to follow the same complaints process that is available to clients if they are raising a complaint about any aspect of the service or staff members.
- The complainant can talk about their complaint:
  - To any worker at the service that they trust who will then support them to make complaint to the Manager, either verbally or written;
  - To a family member, friend or advocate to support them to make complaint to the Manager;
  - To the Manager directly;
  - To the Chairperson of the Management Committee;
  - Directly to the department responsible for the funding of the program or other relevant authority.
- The Manager will:
  - Provide a written copy of the complaints client information sheet at the earliest possible opportunity;
  - Discuss the complaint with complainant and make appropriate recording of the discussion;
  - Investigate the complaint and provide information to the service user about how the complaint is progressing;
  - Consider if human rights have been engaged in regards to the content of the complaint, whether any limitations on the human rights of the complainant, and if those limitations were reasonable and justified in the circumstances;
  - Maintain a record of the complaint and the action that is taken to resolve the complaint in the *Complaints Register*;
  - Aim to resolve the complaint with the 45 day limit under the Human Rights Act 2019;
  - If the complaint is in relation to a privacy breach, advise the complainant if they are not satisfied with the response they can refer their concerns to the Queensland Office of the Information Commissioner.
- If the complainant is unhappy with the Manager's resolution of the complaint, the complainant can take that complaint to the Chair of the Management Committee or to the department responsible for funding of the program or relevant authority.
- If the complaint has not been responded to under the 45 day limit according to the Human Rights Act 2019, the complainant can escalate the complaint to the Queensland Human Rights Commissioner
- Complaints should come directly to the Chairperson of the Management Committee if:
  - It is a complaint about another Committee Member;
  - It is a complaint about the Manager of WWILD.
- If the complaint is referred to the Chair of the Management Committee by either the Manager or the complainant, a Complaints Committee will be formed to:
  - Consider the written complaint/representation
  - Make appropriate investigations
  - Deliver a written recommendation to Management Committee within one month of receiving the complaint.
  - The recommendation will be advisory in nature and the Management Committee will notify complainant of determination.
- Appeals Process: If the complainant is dissatisfied with how the process has been followed and or process outcome they can,
  - Raise issues with the Chairperson of the Management Committee
  - Request the Management Committee to call a Special General Meeting of the Organisation
  - Contact the QLD Department of Families, Disability Services and Child Safety

- Contact the QLD Department of Youth Justice and Victim Support I

**WWILD-SVP Association Inc. Complaints Sub-Committee:**

Comprises of:

- Two members from the Management Committee of WWILD-SVP Association Inc.
- One staff member of WWILD-SVP Association Inc.

The Complaints Committee acting as a sub-committee of WWILD-SVP Association Inc. may co-opt specialist persons as required.

**References:**

Human Services Quality Framework

<https://www.communities.qld.gov.au/resources/dcdss/industry-partners/funding-grants/hsgf/framework.pdf>

Disability Services Act 1992 & Disability Services Bill 2006

<http://www.legislation.qld.gov.au/>

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**ATTACHMENTS**

1. Complaints Checklist
2. Chairperson's Information Sheet
3. Complaints Flow Chart / Client Complaints Procedure Information sheet
4. Critical Incidents and Complaints Register

**COMPLAINTS CHECKLIST****Complainant:** .....**Contact Details:** .....

<b><u>Action</u></b>	<b><u>Date Completed</u></b>
<input type="checkbox"/> Person reports the complaint.	___ / ___ / ____
<input type="checkbox"/> Person is reminded of the complaints process and brings the complaint forward.	___ / ___ / ____
<input type="checkbox"/> Worker has offered the person advocacy support.	___ / ___ / ____
<input type="checkbox"/> Worker brings the complaint forward to their supervisor/Manager.	___ / ___ / ____
<input type="checkbox"/> Manager will acknowledge complaint within 2 working days.	___ / ___ / ____
<input type="checkbox"/> Date and details of complaint recorded in Complaints Register by Manager	___ / ___ / ____
<input type="checkbox"/> Client is reminded that they may have an independent support person assist them during the complaints process.	___ / ___ / ____
<input type="checkbox"/> Complainant is reminded that there will be no retributive action taken against them for making a complaint.	___ / ___ / ____
<input type="checkbox"/> Action and outcome is recorded in the Complaints Register	___ / ___ / ____
<input type="checkbox"/> If complainant is not happy with this outcome, they are informed of their option to go to the WWILD Chairperson who formally records the complaint. <b>This step and the consequent outcomes are also recorded in the Complaints Register.</b>	___ / ___ / ____
<input type="checkbox"/> WWILD Chairperson convenes Complaints Committee.	___ / ___ / ____
<input type="checkbox"/> Complaint Committee investigates complaint and makes recommendations to the Management Committee.	___ / ___ / ____
<input type="checkbox"/> Management Committee considers recommendations and decides on an action.	___ / ___ / ____
<input type="checkbox"/> Action communicated to complainant with information about further action that they can take if they are not happy with the outcome.	___ / ___ / ____
<input type="checkbox"/> Team reflection and learning from the situation.	___ / ___ / ____
<input type="checkbox"/> Any improvements required as a result of the complaint are placed on the Continuous Improvement Register.	___ / ___ / ____

## Complaints Checklist

<b>DATE/S RECIEVED:</b>	
<b>COMPLAINANT'S NAME:</b>	
<b>CONTACT DETAILS:</b>	
<b>DETAILS OF COMPLAINT</b>	
<b>ACTION TAKEN AND DETAILS</b>	
<b>HUMAN RIGHTS ENGAGED, LIMITATIONS ON RIGHTS, WHETHER LIMITATIONS WERE REASONABLE AND JUSTIFIED.</b>	
<b>LEARNING FROM COMPLAINT (CONTINUOUS IMPROVMENT)</b>  <b>ACTIONS</b>  <b>AND PERSONS RESPONSIBLE</b>	

## **WWILD COMPLAINTS POLICY**

### **CHAIRPERSON'S INFORMATION SHEET**

Under the Policy, Complaints should only come to the Chairperson if:

- a) It is a complaint about another Committee Member;
- b) It is a complaint about the Manager of WWILD; or
- c) A complainant is not happy about how a complaint has been resolved at WWILD Manager level and wishes to bring it to a higher authority.

The Chairperson will communicate with the complainant and make a determination on whether the Chairperson should handle the complaint. The Chairperson will not normally handle the complaint if it has not met the previously mentioned conditions and will refer the complaint back to the Manager of WWILD.

If complaint does meet the previous mentioned conditions, the Chairperson will determine if the complaint should be referred to a WWILD Management Committee Complaints Sub-Committee. The Chairperson will discuss with the person what options there are to resolve the complaint. If the person decides to continue with a formal complaint, the complainant will be invited to put the complaint in writing. The complainant will be offered support to put the complaint in writing if they require such support. On receiving a written complaint, the Chairperson will nominate one other member of the WWILD Management Committee and one of the WWILD staff group as the co-members of the Complaints Committee.

The Chairperson will select co-members who can be expected to deal with the complaint impartially. If the Chairperson feels unable to deal with the complaint impartially, they will approach another Committee Member to chair the Complaints Committee. The Chairperson or nominee will chair the Committee. WWILD Management Committee will be informed that there is a complaint in process but will not be informed of specifics at this stage. The Complaints Committee will meet and consider all written evidence on the complaint. The Complaints Committee will have the authority to ask any party to provide evidence, though the Complaints Committee cannot force the giving of evidence. Persons asked to give evidence can bring a supporter or advocate to any meeting with Complaints Committee. The Complaints Committee will consider the complaint and indicate to the parties that they will make a recommendation to the Management Committee. Decisions by the Management Committee are required to be lawful.

The Complaints Committee will make recommendations to the Management Committee who will accept or vary the recommendation. The final decision of the Management Committee will be communicated to the parties in writing with an invitation to pursue other channels if they are unhappy with the decision. Parties will be informed that if they are unhappy with the Management Committee's decision, they can pursue the matter through other channels, as noted in the above policy.

## How to Use this Information Sheet



When you see the word “**we**” it means  
WWILD Sexual Violence Prevention  
Association Inc.



You can get help to read this information.  
You can ask a worker or someone you  
trust.

Not bold

We have written some words in **bold blue**  
writing.

**Bold blue**

We will explain what these words mean.

## Making a Complaint



You have a **right** to make a **complaint** when you get help from us.

A **right** is a rule that makes sure you get what is fair.



A **complaint** is when you tell someone you are **not** happy about a service.



Feedback helps us to be a better service.

### **How do I make a complaint?**

You can –



1. Speak to us **in person**



## 2. Call us on the **phone**

Our phone number is – **3262 9877**



## 3. Send us an **email**

Our email is – **info@wwild.org.au**



## 4. Send us a **letter**

Our mail address is –

**PO Box 495, Lutwyche, Queensland  
4030**



You can choose to make your complaint in the way you are most comfortable.

You can make the complaint when you are ready.

## Who can help me make a complaint?

You can ask someone you **trust** to help you make a **complaint**.

You could ask –



- A worker at our service



- A support worker outside our service



- A family member



- A friend

## Who can I make a complaint to?

You can make your **complaint** to –



- A worker in our service that you trust



- Our manager



- Our Management Committee

This is a group of people who help make decisions for this service

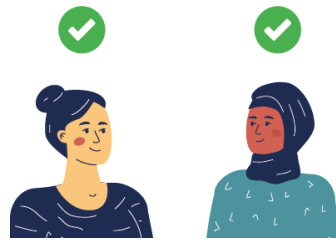


- The government

You can call them on **13 74 68**

## What happens when I make a complaint?

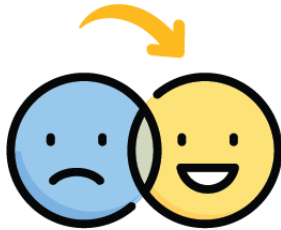
When you have made your **complaint** –



- We will be **fair** and **quick**



- We will call or email you



- We will come up with a plan to deal with your complaint

- We will tell you about the plan

**We care about your feedback.**

**It helps us to be a better service!**

