

## Complaints Policy

- 1 Purpose IOH encourages an organisational culture that responds to complaints in an open and constructive manner, and in accordance with principles of procedural fairness.

The objective of the Complaints Policy is to ensure:

- You are aware of our complaint lodgement and handling processes
- complaints are handled impartially, expeditiously and when necessary the underlying issues are resolved.
- We take reasonable steps to protect your personal information
- Your complaint is considered on its merits taking into account your individual circumstances and needs, considering diversity and ensuring inclusive and flexible responses
- You are aware that you are able to access independent mechanisms for complaints, appeals or dispute as well as being able to access advocates and independent information, support, advice and representation as well as how to access this.

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- 2 Definitions Complaint - an expression of dissatisfaction by any person relating to a service provided or interaction with our company.

Complainant – the individual making the complaint.

Complaint Handler – The IOH staff member managing the complaint. Often the Business Development Manager or the department manager for specific service.

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- 5 Procedure **Initial Receipt of Complaint**

**How can a complaint be made:**

- By phoning us,
- By writing to us,
- By emailing us,
- In person by speaking to any of our staff.

If we receive your complaint verbally (and we consider it appropriate), we may ask you to put your complaint in writing.

You may seek support from family, friend, your workplace or an independent advocate to support you in making a complaint.

Where you make a complaint to an IOH staff member;

- If the complaint is provided in person you should be taken to a private area of the practice to document your complaint.
- You have the right that the complaint will be taken seriously and thoroughly investigated. You are allowed to make your complaint without interruption. The IOH staff member will take notes and repeat these back to you to ensure that the complaint is recorded accurately.

We may request information, which will help us investigate and respond to your complaint. You have the right to make a complaint and request for information to not be recorded, but this may affect how we can resolve the issue.

- Your name and contact details,
- Your company name and company contact,
- The name of the IOH staff you have been involved with,
- The nature of the complaint
- Any relevant dates, times and location,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint,
- Any correspondence you send or make with us regarding the complaint.

The initial complaint handler may be able to offer immediate assistance. Where your complaint involves a third party we may need to contact them to fully investigate the complaint.

### Independent Complaint Mechanisms

If you feel we were unable to resolve your complaint there are a number of third party avenues you can consider:

- If your concern is about an AHPRA Registered Provider you may make a complaint via the Health Complaints Organisation or AHPRA <https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx>
- If you are a recipient of NDIS Services you can make a complaint through the **NDIS Quality and Safeguards Commission** <https://www.ndiscommission.gov.au/participants/complaints>
- If you are a Workers Compensation client then speak to your agent/insurer. Escalation can be made to SIRA or the Workers Compensation Commission. <https://www.sira.nsw.gov.au/disputes-and-complaints/workers-compensation-disputes/injury-management-disputes>

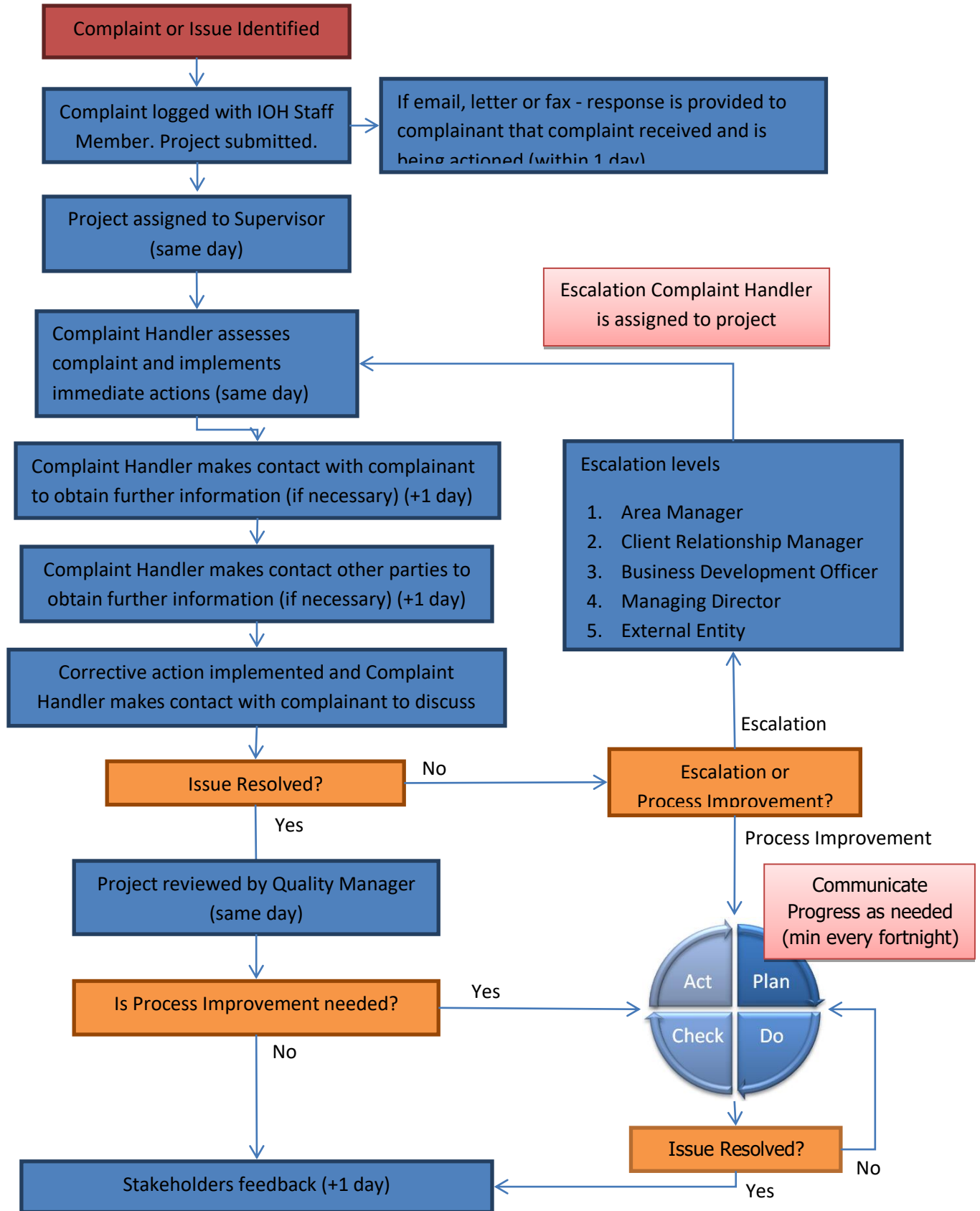
## Process

Refer to [Complaints Handling Process](#) (page 3 of this document) for flow diagram.

On receipt of a complaint, the Complaint Handler will:

- i. Ensure the issue is logged.
  - ii. Acknowledgement of receipt of the complaint has been made to the complainant as soon as possible;
  - iii. clarify the complainant's issues, consulting with the complainant and other parties where necessary within 3 working days;
  - iv. consider whether the complaint:
    - a. requires or warrants escalation due to its nature and subject, such as:
      - is subject to mandatory reporting to an external agency.
      - requires notification and advice from malpractice or indemnity insurer.
    - b. requires or warrants consultation with other stakeholders or agencies,
    - c. constitutes a protected disclosure;
  - v. assess the most suitable method for dealing with the complaint, for example whether the complaint is best resolved either by discussion/negotiation, by mediation, or investigation;
  - vi. where investigation is appropriate, decide on staff position to conduct investigation;
    - a. ensure that steps are taken within 5 working days to begin resolution of the complaint, and inform the complainant and the respondent about the process and the timetable for resolution;
    - b. when resolution of the complaint may have an extended timeframe advise the complainant and the respondent on progress every 10 working days;
  - vii. inform the complainant and the respondent of the outcome and the action taken to resolve the complaint;
  - viii. generally, oversee and/or manage the resolution of the complaint;
  - ix. the Managing Director is notified on completion of all complaints for review.
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# Complaints Handling Process



## Complaints Escalation Process for Third Parties

