



EXTERNAL COMPLAINTS PROCEDURE for STAFF

Karratha Community House Inc. (KCH) recognises the right of clients to raise issues of concern about other clients, staff members or the services and programs provided by KCH and will maintain the rights and safety of the individual. This document aims to provide a clear procedure for staff members on handling of complaints from clients.

All complaints must be accepted and considered without prejudice. Complainants must be treated respectfully, and should be fully informed and supported in exercising their rights to make a complaint without fear of discrimination or harassment.

KCH is committed to resolving all complaints in a timely manner – through the KCH Creative Director in the first instance, and referred to the KCH board if unresolved.

In the event that a complaint is deemed to be unreasonable by KCH staff, the matter must be escalated to the Board for discussion. If KCH staff and board agree that the complaint is deemed to be unreasonable, the complainant will be advised in writing of such by a Board member, and advised that no further communication will be entered into in regard to that complaint.

The data from written complaints must be stored in a relevant Complaints Register and any service-related or quality improvement issues and actions that arise will be included in the strategic and operational planning processes.

RESPONDING TO A COMPLAINT

Many complaints will have easily identifiable solutions and can be quickly resolved to the satisfaction of the complainant. For example, a client verbally raises an issue with a staff member, the staff member rectifies the issue immediately, to the client's satisfaction.

Persons to whom a complaint is made can offer any solutions consistent with their role or position within KCH. Where the likely solutions appear to require approval from a higher authority, the complaint must be referred to the KCH Creative Director.

A formal complaint exists only when a satisfactory solution **cannot** be offered after a person first makes the issue known.

All clients should have access to the External Complaints Procedure - Clients (Document ref CL1). This will contain the External Complaint Form (also provided at the end of this document). If a client wishes to lodge a formal complaint and they do not have access to a copy of the procedure and form, a KCH staff member must provide them with a copy.

RECEIVING A COMPLAINT

When receiving a complaint (either via email or in person), ensure that the client has filled out all sections of the form. If required, follow up for further details and ensure these are captured on the form.

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RESOLVING A COMPLAINT

The *KCH Complaint Response* section of the *External Complaints Form* should be completed by the relevant staff member and kept in the External Complaints folder.

Any KCH staff members involved or responsible (such as office staff or facilitators) should be notified of or given a copy of the complaint, work together to resolve the issue, and inform the Creative Director of outcomes. Where staff members cannot resolve the complaint themselves, or do not have the authority to implement required actions, it must be escalated to the Creative Director.

The Creative Director is to inform the board of all complaints received and resolved for the month at the board meeting, including resolution steps taken by staff members and outcomes of complaint.

ESCALATING A COMPLAINT

If the client is not satisfied with the KCH staff or Creative Director's resolution and actions, the complaint must be escalated to the KCH Board immediately to resolve. All further communication with the client will take place by a KCH Board member.

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Version	Reviewed by	Changes Made	Review Date	Approved By	Next Review Date
1.0	Vidya Thorby	Procedure created – split out staff-related sections from CL01 to create new procedure.	28/11/2021	KCH Chairperson	28/01/2023

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EXTERNAL COMPLAINT FORM

Client details	
Name:	
Phone number:	
Email address:	

Complaint details	
Program:	
Date:	
Detail of feedback or complaint:	
How can we improve? <i>(Please offer any suggestions for improvement)</i>	
Signed by client:	
Date:	

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KCH COMPLAINT RESPONSE

Complaint processing details

Complaint received by:			
Date of receipt:			
Client notified that complaint has been received (within 3 business days):	<input type="checkbox"/> Yes	Date of notification:	
		Name of person who notified client:	

Follow-up actions taken

Actions taken:			
Client notified of outcome (within 10 days of complaint):	<input type="checkbox"/> Yes	Date of notification:	
		Name of person who notified client:	
Client satisfied with outcome?	<input type="checkbox"/> Yes → close complaint		<input type="checkbox"/> No → escalate to Board
If NO, board member(s) to specify further actions taken and notify client of outcome:			
Complaint closed by:	Name:		Role:
	Signature:		

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