



## MacKillop Family Services

A shared ministry of the Sisters of Mercy, Christian Brothers and Sisters of St Josephs.

### DISABILITY SERVICES METROPOLITAN

## Complaints Form

**Note: A complaint does not need to be registered where a client expresses dissatisfaction about a matter that can be dealt with or resolved immediately. For detailed information on the complaints process, please refer to Operations Manual Section C16.**

Date complaint received: \_\_\_\_\_

Name of person taking complaint: \_\_\_\_\_

Position of person taking complaint: \_\_\_\_\_

Method of complaint: Phone  Verbal  Mail  Email  Other   
(MARK APPROPRIATE BOX)

If 'other' please specify (ie: via interpreter): \_\_\_\_\_

### **Person making complaint:**

Name: \_\_\_\_\_

Client  Ex-Client  Carer  Advocate

Contact details of person making complaint:

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Interpreter required? Yes  No

Language: \_\_\_\_\_

Preferred method of contact:

Landline  Mobile  Mail  Email  Other

If 'other' please specify (ie: via interpreter): \_\_\_\_\_

See language above.

**Nature of Complaint:**

Name of client/ex client involved: \_\_\_\_\_ D.O.B. \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Service/Program \_\_\_\_\_ Site: \_\_\_\_\_

Name of any staff member if involved: \_\_\_\_\_

Staff member position title/service/program \_\_\_\_\_

Detail complaint:

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**Type of Complaint:**

Minor [ ]      Significant [ ]      Major [ ]      Systemic [ ]  
(SEE BACK PAGE FOR DEFINITIONS)

If appropriate, has the complainant been advised of their right to an independent advocate?

Yes [ ]      No [ ]

Does the complaint involve cultural sensitivities? Ie: Aboriginal, Torres Strait or CALD background?

Yes [ ]      No [ ]

Has the complainant been advised of MacKillop's complaints process?

Yes [ ]      No [ ]

Has the complainant been advised of the timeframe and method of response to their complaint by MacKillop Family Services? (see back page of this form)

Yes [ ]      No [ ]

Date reported to Manager, DSM: \_\_\_\_\_

Name of person undertaking investigation (if required)

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Position title/ServiceArea \_\_\_\_\_



## **Additional Information:**

### ***Category of Complaints***

#### **Minor Complaints**

Minor complaints are service-related complaints from clients raised at direct service level, often about routine matters, and that are dealt with at the level raised. Minor complaints require no investigation or limited low level investigation.

#### **Significant Complaints**

Significant complaints are service-related client complaints that require involvement, fairly simple investigation and response to the complainant from a line-manager who is not initially involved in the matter. Handling of significant complaints will be based on the specific program line-management structure.

#### **Major Complaints**

Major complaints are service-related client complaints that require involvement at a senior management level, generally involve significant investigation, and response made to the complainant by a Senior Manager with no involvement in the matter. This includes situations of misconduct where a staff member may need to be stood down, and can include an individual practice or behaviour that reduces the quality of the service a client receives. Complaints about dangerous practices etc, staff misconduct, or allegations of abuse or potential abuse are **always** considered major complaints. If they are an allegation of abuse, they **must** be dealt with under C.14 Procedures for Dealing with Allegations of Abuse.

#### **Systemic Complaints**

Systemic Complaints are client complaints that are systemic issues rather than just isolated, one-off incidents. Systemic complaints will be handled and addressed by Senior Managers, and include investigation and review of the relevant systems, and response to the complainant. Systemic complaints would include complaints about the nature or application of policy or systematic (rather than purely individual) practices or behaviours that impact on the quality of service provided.

### ***Timeframes for dealing with complaints***

#### **Minor Complaint -**

These are handled and determined by the staff member receiving the complaint.

**Within 2 working days** of receipt of complaint, the receiver or supervisor is to provide verbal and/or written response to the client about whether the complaint is found to require action, the reasons for decision and what action has or will be taken in response.

#### **Significant Complaint -**

The staff member who receives the complaint refers the complaint to their line manager, and notifies the Complaints Officer for recording on the Complaints Register.

**Within 2 working days** of receipt, the complainant is notified of the process and timeframe for determining the complaint, normally **no longer than a total of 5 working days**.

The responsible line manager investigates and a determination is made.

A written response outlining the findings is sent to the complainant and any respondents **within 2 working days of determination**.

Complaints Officer is notified of outcome/summary details within 24 hours of the response being provided to the complainant.

#### **Major and Systemic Complaint -**

The staff member who receives the complaint refers it to the line manager, and makes initial notification to Complaints Officer for recording on the Complaints Register.

Line Manager immediately refers to Program Manager who refers to GM who refers to Director of Services.

**Within 2 working days of receiving complaint**, the GM establishes appropriate process for investigation and complainant and any respondents are to be notified of process and timeframe for handling of complaint, **normally no longer than 10 working days**.

The matter is investigated and determination made by GM. A written response outlining findings, reasons for decisions and what action has or will be taken in response is sent to the complainant and any respondents **within 2 working days of determination**.