

Complaints Policy and Procedure

Interchange Outer East (IOE) understands that everyone has the right to complain.

A complaint is when:

A family, participant, or advocate, tells us that they are unhappy with:

- A decision made
- The services Interchange provides
- The way Interchange does things
- The staff/volunteers who work at Interchange
- The family or participant wants Interchange to listen to them and fix a problem.

All complaints about IOE will be dealt with quickly, fairly, confidentially and without any negative consequence.

The IOE complaints policy will give everyone a fair way to handle with complaints and problems.

Who to make a complaint to:

Complaints can be made to coordinators, a team leader, general manager or the CEO.

The complaint should be made to the most relevant person.

For example;

- If the complaint is about a support worker, the complaint can be made to the coordinator who arranges the shift.
- If the complaint is about a coordinator, it can be made to their team leader.

If you are unsure of who to complain to, you can email it to ioecomplaints@ioe.org.au and your complaint will be sent to the right person, who will contact you to talk to you about it.

When IOE gets a complaint:

When IOE gets a complaint, the person you complain to will make sure you know there is no negative consequence for making a complaint, and that Interchange will take your complaint seriously and try to fix the problem.

Interchange will make sure there is a complaint form filled out. All complaint forms and information about complaints and problems will be kept in the complaints register, which stays with the general manager.

The general manager will check the complaints register every 3 months to make sure that complaints have all been handled quickly, fairly and appropriately and that changes have been made to fix any problems.

If you are not happy with how IOE handles your complaint, you can take it further. See "Other ways to complain" at the end of this policy.

When a complaint is received, the staff member who first receives the complaint will decide if the complaint is serious or routine:

Serious complaints are when:

- Staff or a volunteer have done the wrong thing
- The person complaining thinks that the:
 - rights of a family or participant
 - Duty of care
 - family/participant /staff safety; or
 - Privacy and confidentiality have been broken
- The person is complaining about harassment

The team leader, or general manager of IOE, will be told about all serious complaints within 24 hours. The team leader will call the family or participant within 24 hours of hearing about a serious complaint.

After trying to work through the complaint with the family or participant, the team leader will write to them about any decision made or actions to fix the problem. This will happen within 10 working days of the complaint.

Routine complaints are:

Problems about:

- Activities
- Transport
- Lost or damaged property

The staff member who gets the complaint will listen to the person and try to fix the problem in the way the family or participant would like it fixed.

If any big policy changes are required, the staff member will discuss the matter with the team leader.

Complaints about other organisations:

When a complaint is about a problem at a different organisation, the other organisation and/or case manager will be told.

If the complaint is a minor complaint, the other organisation/case manager should be told within five working days.

If the complaint is a serious complaint, the other organisation/ case manager must be told immediately.

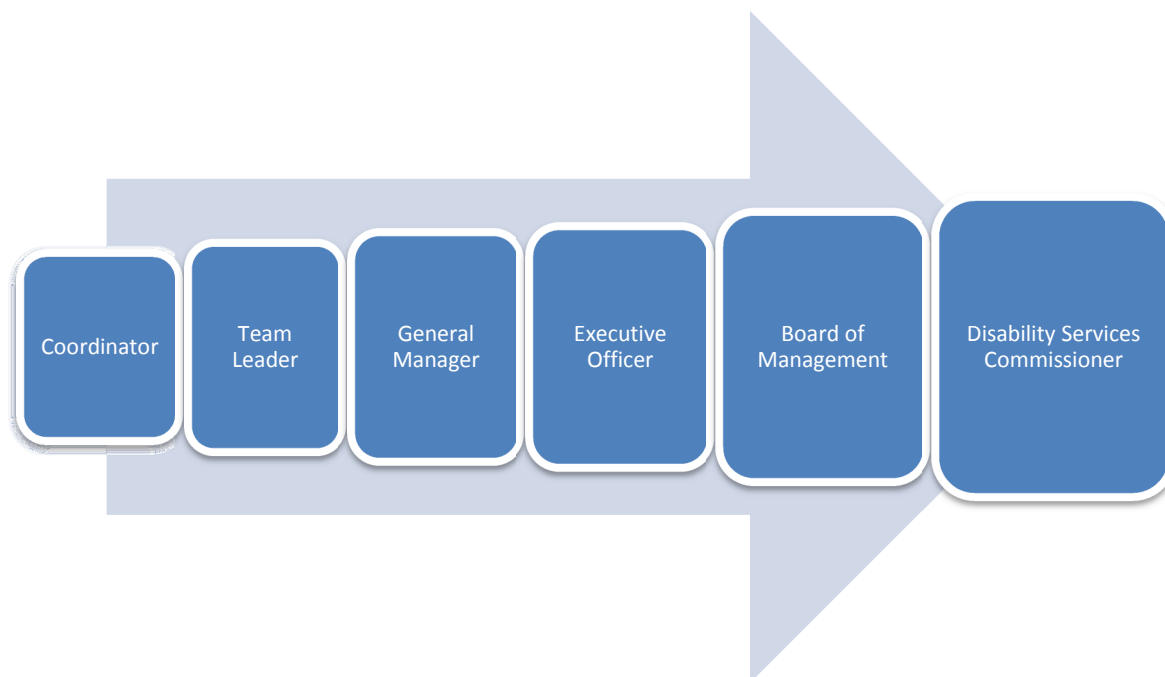
If there is no case manager, an IOE team leader will decide the best way to handle the complaint.

Interchange Outer East Grievance Procedure

All participants and families in Interchange Outer East have a right to have any problems handled, fairly, quickly, and without judgement. The grievance system makes sure that people can sort out any problems by talking about it and working together.

Everyone is allowed to use an advocate if they would like to, to talk about the problems they are having.

When someone is not happy with what has happened about their complaint, they can take it further



If anyone is unhappy with how IOE has handled a complaint, they can talk to someone else to help fix the problem. This chart might help you decide who else you can talk to about it.

Other ways to complain:

If someone has a complaint or problem, they should talk to IOE about it. But, there are other places you can contact if you don't want to talk to IOE about it, or are unhappy with what IOE has done about it-

Disability Commissioner Office: works with people with a disability to help solve any complaints about disability service providers. This is separate to Interchange, free, confidential and accessible.

Complaints hotline: 1800 677 342

Email: contact@odsc.vic.gov.au

TTY: 1300 726 563

National Relay Service: www.relayservice.gov.au and then 1800 677 342

Health and Community Care, Box Hill office:

Address: 883 Whitehorse Road, Box Hill VIC 3128

Tel: (03) 9843 6000

Fax: (03) 3 9843 6100
www.health.vic.gov.au