

	<h2 style="text-align: center;">Xlent Participant Grievance and Complaints Policy</h2>	
<p>Current version formatted into new policy structure by Rachael Gibson (Jan 2017).</p>	<p>Amended by: V Smith Last amended: December 2017</p>	<p>Created by: CEO Date created: May 2001</p>
<p>To be read in conjunction with: Xlent Feedback Form (online and hard copy) Xlent Feedback Form Electronic via Survey Monkey</p>	<p>Responsible Person: Karl Zander (Business Manager)</p>	<p>Next review: July 2019</p>

Policy intent

This policy ensures that any person using services provided by Xlent Disability understands their right to lodge a complaint, and to have their concerns addressed in ways that ensure fairness, accountability, transparency and equity. The following procedures provide a fair and transparent process for the resolution of grievances and complaints raised by participants/caregivers or their advocate.

Xlent Disability Services wishes to encourage the use of professional advocates to enhance resolution and Xlent Disability Services will refer participants to qualified individuals. Each participant has the right to be represented by an advocate.

Procedures:

1. Identifying the rights of the participant

Each Xlent Disability Services participant has the right to access a service which is free from neglect and abuse. Additionally, each participant has the right to provide feedback if he or she is not satisfied with the service Xlent Disability Services provides.

2. Lodging a complaint

All complaints must be in writing via the Xlent electronic feedback form (<https://www.surveymonkey.com/r/M5NVX2K>) or by requesting a hard copy from our offices on 8165 2023 or xlent.admin@xlent.org.au The following information should be included:

- Date, location, time, name of the person, group etc the complaint is being made about
- The name of the participant and caregiver, specific chronological reference to the incident and any constructive suggestions towards resolution
- If relevant, details of informal attempts to resolve and the date the complaint was first raised.

Complaints will always be handled promptly and with discretion, maintaining participant confidentiality. Once a complaint is resolved and the participant remains with Xlent Disability Services, the participant / family / service provider will not be treated any differently as a result of their actions.

3. If a parent/carer/service provider gives verbal feedback to staff

- The employee will receive verbal complaints in a non-emotional and supportive manner
- Xlent staff must not enter into any form of conflict with the person giving the feedback
- The staff member must not enter into a negative discussion about Xlent Disability Services. The staff member is to reassure the complainant that the issue will be addressed, and offer them a hard copy of the feedback form.
- The staff member must also note this on the SAF, Comm sheet and complete and incident report if required.

4. Addressing complaints

A formal complaint must be addressed by management within five working days.

- A person making a verbal complaint will be asked to write the complaint in full (via a completed Feedback Form). A formal letter will be sent to the person making the complaint, addressing the issues raised.
- An informal meeting to discuss the problem may be organised to discuss the issue and identify any immediate changes that can be made.
- If further action is required, a formal meeting will be arranged. An additional letter from the participant / advocate may be required. The matter will then follow the procedure outlined below.

5. Complaints that cannot easily resolved

If a complaint involves a criminal offence, any party may contact the police.

- Once the Business Manager / CEO have been informed of the complaint, they will provide a written response outlining the corrective action that will be taken. A meeting will be organised with the participant / advocate / caregiver to discuss the complaint. During this meeting the Business Manager or an appointed representative will be present. All information during the meeting will be documented, and be made available to all parties.
- If the complaint cannot be resolved at this meeting, the Business Manager of Xlent Disability Services will contact the CEO. The Business Manager will arrange a meeting of both parties to resolve the dispute. If the complaint requires police or family services to become involved, the Business Manager will report in consultation with the person representing the participant.
- If warranted, a formal apology and explanation will be issued. If a complaint is not substantiated, a report will still be sent to all parties notifying them of the outcome.

6. Alternative options

If the participant or their representative is still not satisfied with the outcome, Xlent will provide them with details of other dispute resolution options (i.e. Ombudsman, Health and Community Services Complaints Commissioner or other relevant advocacy service) which can be sourced here <https://www.sa.gov.au/topics/care-and-support/disability/complaints>

Document history and version control

Version	Date approved	Approved by	Brief description
September 2017	20 December 2017	Karl Zander	Clarification of procedure, minor review of document
June 2016	June 2016	Andrew Govan, CEO	No change