

**Policy No: P AG 003**

**AHCSA Complaints and Improvement Policy**

Register information

Policy No:	P AG 003	Version	1
Drafted by:	P Ryan	Approved By Executive on	11/10/2013
Responsible person	CEO	Scheduled Review Date	11/10/2015

Policy Summary

<b>Purpose:</b>	This policy provides direction for AHCSA Members and staff on the receipt and handling of complaints from our Members and other parties outside the organisation
<b>Audience:</b>	AHCSA Membership and AHCSA Secretariat
<b>Supporting Procedures:</b>	AHCSA Complaints Handling Procedure
<b>Supporting Guidelines:</b>	HCSCC_Complaints_ A guide for providers Feb 2006

**Introduction**

As part of good practice we welcome the opportunity to reflect upon our services, so that we better respond to our Membership and fulfil the objectives of the organisation.

This Policy sets out the principles of how AHCSA will receive and respond to complaints about AHCSA.

**Objective**

To ensure that AHCSA provides every opportunity for complaints to be received, assessed and responded to in a timely manner and reflects AHCSA values and principles.

**Scope**

This policy covers complaints about AHCSA as an organisation and the staff, volunteers and students that are part of the organisation. This policy does not cover complaints:

1. About AHCSA Member Organisations – please refer to the AHCSA Member complaints policy, and,
2. About AHCSA Board Members – please refer to the CEO and/or Chair, who will be guided by the AHCSA Constitution and by-laws.

**Policy**

Principles:

All complaints about AHCSA as an organisation are to be managed in a manner which is consistent with the AHCSA Constitutional Objectives and Guiding Principles as well as the [Health and Community Services Complaints Act 2004](#).

The core principles that should guide any complaints process are:

- The complaints process is accessible.
- The response to complaints is timely.
- Complaints are handled in a courteous and sensitive manner.
- All complaints are subject to principles of natural justice.

- All complaints should be documented and included in a register of complaints.
- Whilst confidentiality is important to ensure safety of complainants, AHCSA will not act on anonymous complaints.
- AHCSA reserves the right to assess and declare complaints to be vexatious or trivial, and respond appropriately.

AHCSA Complaints are to be managed in accordance with the AHCSA Complaints Procedure, which will be reviewed on a regular basis.

#### Definition of Complaint:

A complaint is any expression of dissatisfaction by another party or entity about the AHCSA, its staff, partners, contracted service providers or anyone else acting on the AHCSAs behalf.

#### Responsibility

Ultimately the CEO is responsible for AHCSAs response to complaints received. The CEO may delegate responsibility in the receiving and handling of complaints as seen fit.

However, all staff members are responsible for responding to a complaint received in accordance with the described procedures, which shall be endorsed by the leadership of AHCSA.

#### Documentation of Complaints

Complaints should be documented on approved templates which will be located on the AHCSA Shared Drive in the [AHCSA Document Templates Folder](#).

If documentation processes change to electronic recording then this policy will be amended accordingly.

#### Review of complaints:

AHCSA shall regularly review the complaints received to establish if any patterns emerge over time. The schedule of review shall be determined by the CEO and a summary will be provided to the Board annually.

#### Delegations

Action	Delegated authority
CEO	Approval of complaints handling procedures
Admin & Facilities Manager	Management of document templates for recording of complaints

#### Related Documents

I AG 001 AHCSA Complaints Procedure  
AHCSA AG Complaint Form V1\_130925.