

2.0 Complaints Management Policy

1.0 Objective

To provide a framework for the appropriate, consistent and transparent management of complaints received by Acacia Therapy and its members.

2.0 Scope

Applies to all employees, including staff and contractors of Acacia Therapy.

3.0 Purpose

The purpose of this policy is to:

- Outlined the approach to complaint management.
- Provide a clear statement on Acacia Therapy's commitment to good governance through proactive, timely and fair complaint resolution.
- Provide guidance to staff and contractors about complain resolution and communication protocols.

4.0 Policy Statement

Acacia Therapy seeks to manage complaints in a proactive manner to ensure the rapid resolution of the issue. The business and its employees will take a responsible and respectful approach to receiving and dealing with informal and formal complaints received.

Acacia Therapy acknowledges that clients have a right to raise concerns about the activities of the business and its employees. Acacia Therapy will respond and manage all complaints received in a responsible, transparent and timely manner, with the aim of resolving the issue in a mutually satisfactory manner.

5.0 Policy Objectives

The objectives of this policy are to:

- Resolve complaints in a rapid and transparent manner.
- Ensure a successful outcome for all parties involved.
- Provide clarification and direction for employees and clients for the reporting and resolution of complaints
- Promote a culture focused on proactive complaint resolution and management.
- Ensure compliance with regulatory and statutory requirements where necessary.

6.0 Process for clients communicating with Acacia Therapy and employees

A client has the right to make a complaint, or raise a concern, about Acacia Therapy's service provisions and associated activities.

In the first instance, the client should make efforts to contact Acacia Therapy via phone, email or letter. In the majority situations, the practicing therapist is viewed as the most appropriate point of initial contact. However, more serious and/or sensitive complaints can be made directly to the management team.

Acacia Therapy expects a person making a comment, raising a concern or complaint to:

- Do so promptly.
- Provide complete and factual information about the concern or complaint.
- Maintain and respect the privacy and confidentiality of all parties.
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties.
- Act in good faith.
- Show respect and understanding of each other's point of view and appreciate differences of opinions and views.
- Recognise that all parties have rights and responsibilities which must be balanced and respected.

Process for responding to comments or complaints:

1. Acacia Therapy will address any concern, comment or complaint received from clients or their appointed representative:
 - Courteously
 - Efficiently
 - Fairly
 - Promptly
2. All complaints received by Acacia Therapy will be acknowledged and actioned on promptly by the staff member who receives the initial complaint.
3. If the issue can be resolved via a face to face conversation, phone call or email, a brief note recording the issue, actions taken, and outcome shall be recorded in the 2.1 Complaint record form and stored for safe keeping.
4. If the complaint is more complex, the following details must be recorded by the employee receiving and/or responding to the complaint:
 - a. Name and contact details of the person making the complaint
 - b. Time and date
 - c. How the complaint was received (email, phone, face to face or letter)
 - d. Detailed description of the concern or complaint

- e. Recommendations for future improvements to prevent the issue occurring in the future
 - f. Once the investigation has been concluded, formal correspondence will be provided to the client to close the communication loop. A record will be maintained of the correspondence for a minimum period of six (6) months, or longer if deemed necessary by the management team. Record to be saved against the client's name in Cliniko.
NOTE: 2.1 Complaints record form is to be used to capture information. A record of the complaint is to also be listed in the Complaint Register.
5. In all cases, Acacia Therapy will try to respond or resolve a concern or complaint within twenty days (20) business days.
 6. If a concern or complaint is substantiated in whole or part, Acacia Therapy will offer an appropriate remedy, to be implemented as soon as practicable.

For example only, and at its sole discretion, and depending on the circumstances, the business might offer:

- a. An explanation or further information about the issue
- b. Mediation, counselling or other support
- c. An apology, expression of regret or admission of fault
- d. To change its decision
- e. To change its policies, procedures or practices
- f. To cancel a debt
- g. A fee refund.

7.0 Communication

Channels for contacting and communicating with Acacia Therapy are:

Email: info@acaciatherapy.net

Phone Number: 0427 820 532

Postal address: Po Box 16220 Northpoint, Toowoomba, Queensland 4350

Visit Acacia Therapy website for the most current contact details
<http://www.acaciatherapy.net/contact-us.html>

8.0 Referral or concerns or complaints

The client may refer the concern or complaint to an external body if they deem appropriate or necessary.

The client is encouraged to make contact with Acacia Therapy before referring their concerns or complaints to external bodies, to allow for investigation and resolution by the business in the first instance.

9.0 Monitoring and review

Acacia Therapy will monitor communications received, and regularly review its policy and work practices, to effectively address client concerns and complaints as part of its commitment to sound organisational governance and complaint management.

10.0 Responsibilities

Everyone in the organisation has a responsibility in the proactive management of complaints. In the first instance employees have a responsibility to prevent complaints from escalating, where possible, by communicating and working with the client / customer to resolve issues.

All employees, contractors and management must comply with the following guidelines:

- Understand the contents of this policy and their area of responsibility.
- Comply with appropriate controls within their areas of responsibility.
- Maintain an open and honest approach to the identification and management of complaints within their area of responsibility.
- Manage complaints in a proactive, professional and respectful manner.
- Report possible complaints to management, as soon as possible, to allow prompt action to be taken to mitigate the issue and provide for a positive outcome.

Management is responsible for:

- Providing leadership and direction in the practice of complaint resolution and management.
- Foster a culture of proactive complaint and issue identification, and management.
- Ensure clients are provided with updates and clear communication of their complaints or issues raised.
- Encourage openness and honesty in the reporting and management of complaints and issues.
- Ensure that staff and contractors are provided with the opportunity to develop the skills required to resolve complaints in a proactive, sensitive manner and professional manner.
- Monitor ongoing formal complaints to their successful resolution.
- Ensuring that the objectives of this policy are achieved.
- Business activities comply with relevant laws and regulations.
- Updating the policy in consultation with Acacia Therapy team members

Employees and contractors are responsible for:

- Following all procedures and policies outlined by Acacia Therapy in the reporting and management of complaints.
- Reporting complaints to management, and administering them in a proactive manner, starting at the initial point of notification, and ending at their conclusion.
- Ensure their manner, attitude and professional conduct reduces the potential of complaints.
- Respect the desires and needs of clients.
- Ensure complaints are management in a respectful and appropriate manner.
- Have a proactive, adaptive and responsible mindset to complaint management to ensure the well-fair of their co-workers and clients.

11.0 Integration

Complaint management is considered to be a key business process that shall be embedded in Acacia Therapy's practices, activities, culture and decision-making.

12.0 Relevant Law and regulations

Competition and Consumer Act 2010

NDIS Complaint Management Policy and regulations

13.0 Related Policies and documents

Acacia Therapy 2.1 Complaint recording form

14.0 Policy Details

Policy Category	
Date Adopted	19/March/2019
Endorsed by	Louise Edwards
Effective Date	19/March/2019
Policy Version Number	v1

16.0 Revision History

Policy Version	Approved Date	Reviewed by	Approved by
v1	19/March/2019	Callum Edwards	

17.0 Reference:

<http://brunswicksouthps.vic.edu.au/wp-content/uploads/2016/03/PARENT-COMPLAINTS-POLICY-2015.pdf>

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/property-industry-regulation/best-practice-for-the-property-industry/code-of-conduct-and-complaint-handling-procedure>