



Complaints Resolution Procedure

1 SERVICE DEPARTMENT/APPLICATION

This procedure should be read in conjunction with Synapse

Complaints Resolution Policy.

2 RESPONSIBILITY AND CONTEXT

Refer to [Table of Delegations](#).

3 DEFINITIONS

Refer to [Table of Definitions](#).

4 PROCEDURAL ELEMENTS

All compliments and complaints should be recorded in the Complaints and Compliments Register. The nature of the stakeholders relationship with Synapse, it's representative and or clients can be defined as a part of the complaints process.

4.1 *Compliant and Compliment Definition*

Individuals and/or groups may choose to voice their complaint or compliment over the phone, face to face or in a written format. The representative of Synapse receiving the complaint or compliment can either refer the matter to their supervisor or engage with the stakeholder to assist in the definition of their complaint or compliment.

In general we need to know from a complaint or compliment:

- The name of the person making the complaint or compliment
- Where and how we can contact them if required
- The details of the complaint or compliment

For complaints specifically:

- What the person requires from Synapse to put things rights
- Whether this issue has been raised in the past
- Who dealt with it if it was previously raised

This information should be lodged in the complaints and compliments register. If the person making the complaint is determined to not be a client, or to not be a stakeholder interested in the success of Synapse, the complaint will be dealt with at a department level and reviewed at Leadership Team Meetings.

Reviewed	16/06/2016	Next Review Date	16/06/2017
----------	------------	------------------	------------

4.2 Complaints Resolution

4.2.1 Informal Process

All clients and stakeholders who consider that they have a dispute or complaint will be requested to address their complaint informally.

- In the first instance, the aggrieved should schedule a face to face meeting with the person concerned to discuss the complaint informally utilising effective and professional communication.
- If the aggrieved is not comfortable with this process they should consult with the Human Resource Team or relevant manager to support them in this process.
- If the aggrieved is a client, information will be provided to them on how to source advocates who can assist them throughout the complaint resolution process.
- If the dispute / complaint cannot be resolved at this meeting the formal process must be followed.

4.2.2 Formal Process

All formal complaint received are to be forwarded to the Human Resource Team.

The client may choose to write or to be assisted in recording their complaint on a Synapse Complaints Resolution Summary Form.

Assistance in completing this documentation, if required can be gained by contacting the Human Resources Team.

Timeframes:

Response	Person Responsible
Initial response to complaint within 5 working days of receipt	Human Resource Advisor or delegate
Resolution within 21 working days from initial receipt	Identified responsible officer
Follow-up of complaint process within 10 working days of resolution.	Human Resource Advisor or delegate

Upon receipt of a formal complaint the Human Resources Manager shall:

- Record the complaint electronically in the required Synapse format and create a file where documents can be stored confidentially.
- The Human Resources Advisor will nominate a resolution officer as per the Synapse Organisational Structure.
- If the complaint indicates the potential for Abuse, Assault or Neglect, and Abuse Prevention Response Officer will be the resolution officer.
- The risk to the organisation raised by the complaint will be assessed and recorded in the Board of Management risk register by the appropriate manager.

Reviewed	16/06/2016	Next Review Date	16/06/2017
----------	------------	------------------	------------

4.2.3 Investigation, Mediation and Resolution

Upon receipt of a documented complaint the nominated resolution officer will:

- Conduct comprehensive interviews with relevant parties to gain relevant information pertaining to the complaint.
- Schedule a resolution meeting with the aggrieved once all investigation has been completed.
- Invite the aggrieved to bring a support person of their choosing.
- If the aggrieved is a client in need of the support of an advocate, steps will be taken to ensure they are provided with support in accessing appropriate advocates.
- Establish the role of each person at the beginning of the meeting.
- Confirm requirement of confidentiality by all parties.
- Allow all parties to state their case.
- Mediate as required.
- Take accurate and detailed meeting minutes.
- Summarise agreed resolution to all parties.
- Clarify the next steps to be taken.
- If requested by the aggrieved, provide formalised copies of meeting minutes.

4.2.4 Complaint (Follow-up)

Within 5 working days of the complaint being resolved, or upon an agreed timeframe with the person lodging the complaint, the Human Resource Advisor will conduct a follow-up interview with the aggrieved either via telephone or in person to gain feedback on the complaint process and whether the aggrieved is satisfied with the outcome of the complaint.

4.2.5 Appeals process

If the aggrieved is not satisfied with the outcome of the complaint, the Human Resource Advisor will ask the aggrieved if they would like the decision made to be reviewed by a member of the Synapse Executive Team

This review must take place within 10 working days of the review being requested and the aggrieved advised of the result. If the original decision from the complaint is upheld, the aggrieved will then be provided with the details of how to progress the complaint to the relevant State Government department.

4.3 Complaining Externally to Synapse

At anytime the aggrieved may take their complaint to an external party, including the relevant funding body, if they are not happy with Synapse's service or complaints handling process. Contact details for these external parties must be available on the Synapse website and on any documentation provided to the aggrieved.

5 REFERENCE LEGISLATION

Refer to [Table of Legislation](#).

Reviewed	16/06/2016	Next Review Date	16/06/2017
----------	------------	------------------	------------