



**Disability Services Commissioner**  
Office of Disability  
Telephone: (Freecall) - 1800-677-342

## **OTHER SUPPORT AGENCIES**

**Victorian Advocacy League for Individuals with Disability (VALID)**  
Telephone: 9416-4003

**Victorian Equal Opportunity and Human Rights Commission**  
Telephone: 1300-292-153

**National Disability Service Abuse and Neglect Hotline**  
Telephone: (Freecall) - 1800-880-052

**Victorian Civil and Administrative Tribunal**  
Telephone: (Freecall) - 1800-133-055

**Office of the Public Advocate**  
Telephone: (Freecall) - 1800-136-829

**Villamanta Legal Service**  
Telephone: (Freecall) - 1800-014-111

**Department of Human Services**  
Eastern Metropolitan Region  
Telephone: 9843-6000



## **Complaints & disputes Policy and Procedure**



## **Families/Carers/Advocates Version**

Last Updated 24/10/2016

# POLICY

## **PURPOSE OF POLICY**

To ensure that each person Knoxbrooke supports is encouraged and feels free to raise and have resolved, without fear of retribution, any complaints or disputes he/she may have regarding the service he/she receives from Knoxbrooke.

## **POLICY**

All people Knoxbrooke supports and/or their families, carers and advocates have the right to raise and have resolved, any grievance they have in relation to the services received at Knoxbrooke.

Management and staff will make every effort to establish an atmosphere of trust and open communication so that grievances are dealt with in a constructive way.

Knoxbrooke will manage complaints seriously, sensitively, objectively, confidentially and promptly until resolved.

Where possible and appropriate, Knoxbrooke will manage and resolve complaints informally at the local level.

If a more formal process is required, Knoxbrooke will explain to the complainant the records that it keeps for all grievances raised, and the steps it will take to resolve the grievance.

The written procedure for raising a grievance will be made available in an accessible format to enable understanding by each person Knoxbrooke supports wherever possible and displayed or stored in appropriate locations.

Information and ongoing support (internal and/or external) is to be provided to people Knoxbrooke supports to promote and ensure understanding.

Any situation that involves breaking the Law will be referred to the appropriate external agency.

Knoxbrooke must report annually to the Disability Services Commissioner about the number of complaints it has received and how these complaints were dealt with.

Knoxbrooke will make people Knoxbrooke supports and/or their families, carers and advocates aware of external complaints processes if they are not happy with the way Knoxbrooke has investigated or acted upon their complaint internally.



# PROCEDURE

If a family member/carer/advocate raises a grievance that can't be resolved informally, they should put their grievance in writing to the General Manager who will investigate and seek to resolve the issue.

When the grievance process has become formal, Knoxbrooke will explain to the complainant the records that it keeps for all grievances raised, and the steps it will take to resolve the grievance.

If the grievance is unable to be resolved by the General Manager or involves the General Manager, it is to be reported to the Chief Executive Officer who will seek to do the same.

If the person Knoxbrooke supports/family member/carer/advocate is still not satisfied, the grievance is to be forwarded to the Board of Directors for the final decision by Knoxbrooke.

If the family member/carer/advocate is not happy with Knoxbrooke's final decision and wishes to take their complaint further after a decision has been made by the Board of Directors, they may choose to go to one of the external agencies detailed on the next page for further advice, if they have not done so already.

Families/carers/advocates may also choose to have their complaint heard by the Disability Services Commissioner.