



keyassets

SERVING CHILDREN, FAMILIES & COMMUNITIES

Complaints Procedure



Making a complaint to Key Assets

Key Assets is always glad to hear the views of our carers, service users and other stakeholders.

This includes hearing when you are not happy with our services, or with something we have done or not done. Complaints are a good way for us to learn and to improve our services.

Key Assets has a comprehensive complaint policy and process. This brochure summarises the Key Assets Complaints

Policy and Guidance. Please ask if you would like a full copy of the policy.

We encourage our staff to be receptive and sensitive to complaints made about our services, and to ensure that the voices of children are listened to.

We are committed to resolving disagreement, or shortfall in our services. Key Assets regard complaints as a potential learning experience contributing to service improvement.

What is a complaint?

For the purpose of these these guidelines, a complaint is defined as:

“A written or oral expression of dissatisfaction or disquiet in relation to concern about the quality or appropriateness of services, delay in decision-making about services, delivery or non-delivery of services or about a disputed decision.”

How do I make a complaint?

It is easy to make your views known to Key Assets. Simply talk to any Key Assets staff member.

Or you can make your views known in writing via post or email to any Key Assets staff. If that person is unable to resolve your concerns, they will pass them on to the Director or senior staff member who will initiate Stage One of the complaints process (See over).

The purpose of Key Assets Complaints Policy and Process

The purpose is to assure consistent investigation and resolution of complaints which is fair, transparent and compliant with regulations and standards, providing a speedy resolution for the complainant, of any matters of concern.

Who can make a complaint?

- ▲ A child or young person or other service user.
- ▲ The family of the child or young person or service user.
- ▲ Someone acting on the service user's behalf.
- ▲ A carer or prospective carer in assessment. to service improvement.
- ▲ Department for Child Protection colleagues
- ▲ Anyone else for whom Key Assets has agreed to provide a service.

Key Assets Complaints Procedure

- ▲ We try to create an ethos in which a service user, parent, carer or other responsible adult can confidently make a complaint knowing that it will be dealt with promptly and fairly.
- ▲ Any complaint should be resolved as near as possible to the point at which it arises.
- ▲ The level at which the complaint is dealt with will reflect the seriousness of the matter raised.
- ▲ Depending on the nature of the complaint the views of the child or young person will be sought and taken into account taking account of their age and understanding.
- ▲ Children and young people, or adults with communication difficulties will be assisted to access independent advocacy where this is needed.
- ▲ An independent element is seen as an essential part of the procedure if it is not possible to resolve a complaint within Key Assets.
- ▲ All complaints will be recorded in writing, and where appropriate shared with the Department of Community Services.

Principles of the Key Assets Complaints Procedure

Key Assets has a three stage procedure for dealing with complaints:

Stage One - Informal Problem Solving involves the attempt by the Key Assets manager dealing with the complaint to resolve the matter using clarification, negotiation, mediation, and remedial action in consultation with complainant. Many complaints are resolved through these means.

The complainant will receive a written response within 10, or maximum of 20, working days of complaint being made. If the complainant is satisfied with outcome, the complaint goes no further. If the complainant is not satisfied, the complaint progresses to Stage Two.

Stage Two - Involves an independent investigation by a person appointed by the Director. The independent investigator must have no prior involvement with the complaint and be independent of Key Assets.

The investigation and the report should be completed in 28 working days. It will be shared with complainant and other parties

as appropriate. If the complainant is satisfied with outcome, the complaint goes no further.

If the complainant is not satisfied, they may request representation to Complaints Review Panel (this request to be made within 28 days of receiving the Investigation Report).

Stage Three - The Key Assets Complaints Review Panel is made up of the Chair who is a Director from a different Key Assets jurisdiction, or an appropriately qualified independent person; another senior Key Assets team member; and an independent person.

The Independent Investigator presents their report to panel members. The complainant attends to make representations to the Panel. They are free to bring a support person should they wish.

The Panel makes an initial response to complainant within 24 hours. The Panel Chair will provide a final written response to complainant. The outcome of Complaints Review Panel is final response from Key Assets.



Commonwealth Ombudsman

Website: <https://ombudsman.gov.au>

Tel: 1300 362 072

NDIS Commission

Website: <https://ndiscommission.gov.au>

Tel: 1800 035 544

(free call from landlines) **133677**



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