

# Complaints Brochure



# Making a complaint to Key Assets Australia (KAA)

**KAA 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.

KAA has a comprehensive complaint policy and process. This brochure summarises the KAA 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. KAA regard complaints as a potential learning experience contributing to service improvement.

## What is a complaint?

For the purpose of 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 KAA. Simply talk to any KAA staff member.

Or you can make your views known in writing via post or email to any KAA 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 KAA 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. This policy applies to all KAA services and operations.

## 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.
- ▲ Anyone for whom KAA have agreed to provide a service.
- ▲ A person acting on the child or young person's behalf.
- ▲ A commissioner or funder of our services.
- ▲ Any other stakeholder.

# KAA Complaints Principles

- ▲ 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 KAA.
- ▲ All complaints will be recorded in writing, and where appropriate shared with the relevant State Government Department.

## KAA Complaints Procedure

KAA has a four stage procedure for dealing with complaints:

### 1 Stage One - Informal Problem Solving

Involves the attempt by the KAA 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.

### 2 Stage Two - Internal Resolution

A KAA Manager who has not been involved in the matter thus far will investigate and attempt to resolve the complaint with the complainant. Most often this will be a State or Service Manager or State Director. The complainant will receive a written response within 10, or maximum of 20, working days of the complaint being escalated to stage two. If the complainant is satisfied with outcome, the complaint goes no further. If the complainant is not satisfied, the complaint progresses to Stage 3.

### 3 Stage Three - Independent Investigation

Involves an independent investigation external to KAA. The independent investigator must have no prior involvement in the matter and be independent of KAA.

The investigation and the report should be completed in 28 working days. The outcomes of the investigation will be shared with the complainant and other parties as appropriate.

If the complainant is satisfied with outcome, the complaint goes no further. The investigation report remains the property of KAA.

If the complainant is not satisfied, they may request that their complaint progresses to Stage 4 - the Complaints Review Panel. This request should be made within 28 days of the complainant receiving the outcomes of the investigation report.

### 4 Stage Four - The KAA Complaints Review Panel

Is made up of three members, one of whom must be independent of KAA. The role of Chair may be fulfilled by a Senior KAA Manager from a different part of the organisation to that which is subject to the complaint, or the appropriately qualified independent person.

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

The Panel makes an initial response to complainant within 24 hours following the completion of the panel process. The Panel Chair will provide a final written response to complainant. The outcome of Complaints Review Panel is the final response from KAA.

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