

GOLD COAST FAMILY SUPPORT GROUPClient Grievances**POLICY**

Gold Coast Family Support Group view grievances as a positive way of improving its services. Where a team member hears or becomes aware of a grievance of client/family members they shall encourage the family to notify the program coordinator of their grievance, or offer to make the initial notification to the program coordinator on their behalf.

The person with a disability, their family, carer or an advocate can register a grievance and pursue a suitable outcome without fear of reprisals or retribution.

It is preferable that the aggrieved party register their issue and attempt to resolve it direct with the person involved. Where this is not possible or the results unsatisfactory then the following procedures should be adopted.

PROCEDURE

1. The grievance is to be placed in writing and given to the program coordinator. The Program coordinator is to inform the Manager of the grievance.
2. The program coordinator is to establish whether the aggrieved party has attempted to resolve the grievance in the first instance, directly with the person who is the cause of the grievance, and help facilitate this if it hasn't occurred.
3. The program coordinator is to establish if the aggrieved party requires an independent advocate. Any costs associated with the involvement of an independent advocate are to be met by the aggrieved party.
4. An independent advocate is any person who will stand beside the aggrieved party and can act without any conflict of interest.
5. The program coordinator is to obtain from within the program all records and/or information relevant to the grievance. This information is to be treated in the strictest confidence.
6. The program coordinator is to document all discussions (noting date, time, those present and signatures) pertaining to resolution of the incident.
7. The aggrieved party is to be notified of the outcome of the investigation within 14 days of their written registration of the complaint.
8. If the grievance involves:
 - **criminal offence** - this must be referred to the Manager and subsequently the Executive Committee and the police
 - **service management** - the team member must be notified and a record of the interview kept on the team members file and

* Different Policy & Procedures presented by D Williams
21 Jan 99 at Mediation

Received 6/10/98
from D Williams,
Requested with Reports 29/9/98

- a report of the grievance and subsequent actions be given to the Manager and the program's sub-committee
9. If the aggrieved party remains dissatisfied with the outcome at the program level, they have the right of appeal to the Manager. The Manager is to repeat steps 3-7. The Manager is to make a report of the grievance and subsequent actions. A copy is to be given to the sub-Management Committee.
 10. If the aggrieved party remains dissatisfied with the outcome at the Manager level, they have the right of appeal to the sub-Management Committee, who repeat steps 3-7.
 11. If the aggrieved party remains dissatisfied with the outcome at the sub-Management Committee level, they have the right of appeal to the funding body of that particular program.

D. Williams presented very old version of Policy Procedures at the Mediation Meeting on 21 Jan 1999.

Funding Dept advised G.C.F.S.G to update their Policy Procedures but these 2 pages are what we received on 6/10/98.

Date approved: / /

Date reviewed: / /

Draft 6/98

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