

Royal Children's Hospital	POLICY: GACE Client Grievance Policy	Policy No: GHC 8102
		Issue Date: 08/06/14
Gatehouse Centre (for the Assessment & Treatment of Child Abuse)		Review Date: 14/06/15
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Purpose:

The GACE recognises the value of consumer feedback, both positive and negative, in contributing to the ongoing evaluation of the service

This evaluation will contribute to ongoing positive changes to the GACE policies and practice to ensure they continue to be relevant and effective

Responsibilities:

Staff will be responsible for ensuring clients receive and understand the written copy of the GACE Complaints Procedure found in the Information pack

Manager will be responsible for ensuring that all feedback is collated, regularly reviewed, and responded to

Documentation:

'Complaints Procedure' document to be given to all clients at their first presentation to GACE

'Gatehouse Processes Checklist B'

'Client Feedback' as an agenda item on GACE staff meeting agenda

Monitoring and Evaluation:

Checklist B is designed to monitor consumer's awareness and understanding of the Complaints Procedure

'Consumer Feedback' included on the GACE staff meeting agenda

Related Policy: RCH Management of Consumer Feedback , Consumer Focused Care RCH0440