



## COMPLAINTS POLICY

### **Policy:**

Cittamani Hospice Service is committed to providing the highest possible quality of service to our clients and to working effectively with other health care providers. Our vision and values statement emphasises the value and dignity of all life and a commitment to kindness, honesty, co-operation and respect as the basis of all our individual, team, and corporate relationships.

Cittamani adheres to the Australian Open Disclosure Framework (2013). We consider the receipt of a complaint about our service as a valuable opportunity to improve and develop and we are committed to respond in a manner that accords with the core values outlined above.

### **Scope:**

This Policy is intended to apply to any complaint, regardless of who makes it. We regard a complaint as any expression of dissatisfaction about our organisation, our staff, our volunteers, or anyone else acting on our behalf.

A complaint may be made by a person to whom we deliver services or who is affected by our services, a local organisation with which we work, donors, or a member of the public.

### **Publicising this Policy:**

People will be made aware of our Complaints Policy through our Rights and Responsibilities Document (given to all clients on admission) and our Website.

### **How complaints may be made:**

Complaints may be made by phone, in writing or in person. They will be managed by Cittamani's Director or Senior Social Worker.

### **How Complaints will be managed:**

The Director or Senior Social Worker will acknowledge receipt of the complaint, review what has occurred and make an initial assessment. Except in cases of serious complaint, the Director, in consultation with other members of the Senior Management Committee, will investigate the matter thoroughly, having regard to the principles of natural justice and decide on the most appropriate response to issues raised in the complaint e.g. changes to the way in which Cittamani operates, training, counselling or disciplinary action.

In the case of a serious complaint, where there has been an allegation of a serious breach of policy or the Staff Code of Ethics, the complaint will be immediately escalated in the

organisation. These complaints will be managed by the Director in consultation with the Chairperson of Cittamani's Board.

**Timeframes:**

We will seek to resolve the complaint as quickly as possible and to the satisfaction of all parties. The objective is that all complaints can be resolved within 30 days. However, if this is not the case, the Director will inform the complainant of the progress that has been made by the end of 30 days.

**Confidentiality:**

The complainant's name and personal details will not be revealed to anyone outside Cittamani without permission.

**Recording complaint data:**

A Complaints Register is maintained by Cittamani as part of our Quality Management Program and all complaints received are reported to Cittamani's Board.