



POLICIES & PROCEDURES
Complaints Procedure

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Purpose / Policy	Good Samaritan Industries is committed to addressing complaints in an expeditious and professional manner. Where an employees, volunteers or client feels they are being treated inappropriately, they can lodge a complaint free from fear of retribution to be responded to courteously with a priority to resolve.
Standards Referenced	Std 7 KPI's 7.1, 7.2 and 7.3

ASSOCIATED DOCUMENTS

<ul style="list-style-type: none"> F:l:01 Hazard / Incident / Complaints Reporting Form Appendix 1 GSI Enterprise Agreement 2013 	<ul style="list-style-type: none"> Appendix 2 GSI Supported Employees Enterprise Agreement 2011
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PROCEDURE

	Resp.
1. Types of Complaints	
<ul style="list-style-type: none"> Discrimination (EEO) Harassment (sexual) Occupational Safety and Health Workplace Bullying 	<ul style="list-style-type: none"> Privacy Criminal or corrupt behavior Employment conditions
2. PROCEDURE	
<p>Informal Complaints Procedure</p> <p>Before initiating a formal complaint GSI encourages attempts to resolve the complaint directly with the person(s) concerned using the informal complaints procedure. The process for this is as follows:</p> <div style="text-align: center;"> <pre> graph TD A[Are you able to approach the individual concerned about the issue?] -- No --> B[Seek support from GSI Representative (see below)] A -- Yes --> C[Approach the person concerned. Tell them the behavior offends and you want it to stop] C --> D[Did the behavior stop?] D -- No --> E[Consider a formal complaint] D -- Yes --> F[PROCESS ENDS] E --> G[If you wish to proceed with a formal complaint, use the procedures in the next section] </pre> </div> <p>GSI Representatives:</p> <ul style="list-style-type: none"> GSI award Staff contact the Manager Human Resources 9463 0556 GSI supported Staff contact the Manager Options Business Services 9463 0510 Options Clients contact the Area Manager of their Employment Services Areas on 9463 0562 If the complaint is about one of the above GSI representatives contact the Divisional Manager Corporate Services for support on 9463 0559 	

Formal Complaints Procedure

For a complaint to be formal it must be in **WRITING**, describing the offensive behaviour and stating the outcome the complainant is seeking.

GSI Staff /Volunteers

Options Employment Client

The written complaint is forwarded to the Human Resources Manager (HRM) copied to relevant Divisional Manager (DM). Supported staff can seek assistance from an outside party, Employment Support Assistant / Officer to put their complaint in writing. Volunteers can use a Retail Operations Manager

The written complaint is forwarded to the relevant Options Manager with a copy to the Divisional Manager Employment Services. Clients staff can seek assistance from an outside party or Employment Coordinator to put their complaint in writing.

The HRM completes a Hazard / Incident / Complaint Reporting Form (F:I:01) and logs the complaint in the complaints database. An investigation is carried out by the HRM and/or the DM and at the CEO's discretion one other senior GSI employee or investigator.

The Options Manager (OM) completes a Hazard / Incident / Complaint Reporting Form (F:I:01), so that the complaint can be logged in the complaints database by the OM. An investigation is carried out by the OM and/or the DM and at the CEO's discretion one other senior GSI employee or investigator.

The individual or service being complained about is advised of the allegations and is given an opportunity to respond. Interviews will be conducted with all parties involved as deemed appropriate. At all times the matter is to remain strictly confidential to the parties involved

Following the investigation, an assessment report will be written and the relevant Divisional Manager will meet with the CEO to discuss and agree on a course of action. Where applicable this will be recorded in the complaints database and appropriate action taken, including disciplinary action if misconduct by a GSI employee has occurred

Has the resolution been satisfactory?

Yes

No

PROCESS ENDS

Make a formal complaint to the relevant external body (see next section)

External Complaints

Formal external complaints should be directed to the following agencies:

Discrimination and Harassment, Bullying	Equal Opportunity Commission	(08) 9216 3900
Occupational Health & Safety	WorkSafe	1300 30 78 77
Employment Services	Complaints Resolution & Referral Service	1800 880 052
Criminal, corrupt behaviour	WA Police – Crime Stoppers	1800 333 000
Employment Conditions	WA Department of Commerce	1300 65 52 66

	<p>Response Time Frame</p> <p>When a formal complaint is raised as per the procedure above, the complainant will receive a written acknowledgement letter within 7 days of their complaint being received by the HR Manager, relevant Divisional Manager or CEO.</p>	
	<p>Respondents to a Formal Complaint</p> <p>Employees, volunteers or clients who have a complaint made against them have rights and responsibilities in relation to the complaints procedure. Throughout the investigation, respondents will be treated fairly and will be afforded natural justice. In addition to this, the following shall apply to respondents:</p> <ul style="list-style-type: none"> • They will be informed of the allegations in the complaint and be given the right to respond; • They will be treated as innocent until proven guilty; • They shall not be victimised for being the subject of a complaint; • They may have a support person present at investigation interviews; • They may have an interpreter present at an investigation interview if required. 	
	<p>Support for Parties to a Formal Complaint</p> <p>GSI understands that involvement in any workplace investigation can be stressful and therefore is committed to assisting the parties by offering independent and confidential counseling:</p> <ul style="list-style-type: none"> • Staff and Volunteers - via the Employee Assistance Program (EAP), requests by parties to a formal complaint to access our EAP should be submitted to the HR Manager; and • Clients - via Citizen Advocacy, requests by parties to a formal complaint to access Citizen Advocacy should be submitted to the Options Business Manager <p>Should the complainant or the respondent require a designated support person during the process, the CEO / HR Manager / Divisional Manager may nominate an agreed third party from within the organisation to undertake this role. This support person will be covered by the same terms of confidentiality as both parties directly involved.</p>	

Vexatious Complaints		
	<p>It is vital that all complaints are properly considered on their merits, regardless of their nature or source. In making complaints, most people act entirely reasonably. GSI will make reasonable allowances for a complainant's behaviour and to understand that it does not, of itself, mean that a complaint is unjustified.</p> <p>However, a small minority of people make complaints that are vexatious or abusive.</p> <p>A complaint may be regarded as vexatious where the complainant:</p> <ul style="list-style-type: none"> • Persists after the matter has already been investigated and provides no new and material information; • Seeks to continually change the substance of a complaint or continually raise further concerns whilst the complaint is being addressed; • Fails to clearly identify the substance of a complaint, despite GSI's efforts to assist the complainant to do so; • Complains solely about trivial matters to an extent which is out of proportion to their significance; • Makes excessive contact with GSI or seeks to impose unreasonable demands or expectations on resources 	
Handling Vexatious Complaints		
	<p>The management of vexatious complaints can be very time consuming but, to a large extent, must be a matter of professional judgment for GSI staff, taking advice from the relevant Divisional Manager or the Human Resource Manager as appropriate. GSI is not obliged to meet a complainant's unreasonable demands, for example, by answering every single point in an unreasonable letter.</p> <p>In cases where it is decided that a complaint is vexatious, the matter may be closed with the approval of the CEO. This is not a power that should be exercised lightly or frequently. In the event that it is, the complainant must be informed in writing of the decision and advised that GSI will not enter into any further correspondence about the matter and the CEO will advise the GSI Board.</p>	<p>Div Mgr / HR Mgr</p> <p>CEO</p>

	<p>Abusive Complainants</p>	
	<p>People under stress or who are feeling angry or upset may react in an abusive or aggressive way to the person with whom they are dealing.</p> <p>A balance must be drawn between the ability and desire to assist a complainant and what can reasonably be achieved in the circumstances. GSI is committed to maintaining a working environment in which threatening, abusive, humiliating or offensive behaviour is not tolerated. It is not appropriate that staff should be faced with verbal aggression or abuse.</p> <p>The personal safety of GSI employees must never be compromised. In any case, where a complainant subjects a staff member to:</p> <ul style="list-style-type: none"> • Harassment, intimidation or verbally aggressive behaviour such as excessive swearing or offensive language; • Personal abuse such as offensive sexual or racial remarks or offensive remarks about a person's disability; or • Threats or use of physical violence. <p>A hazard / incident / complaints reporting form (F:I:01) and file note where relevant should be completed in any of the above cases. Such matters are unacceptable and will not be tolerated by GSI:</p> <ul style="list-style-type: none"> • For staff that behave this way, serious disciplinary consequences, including termination will be considered. • For clients of GSI that behave this way, they will be exited from GSI services. • For customers that behave this way, they will be prohibited from entering GSI premises <p>The above sanctions will be at the sole discretion of the CEO after due investigation has occurred, the earlier sections of this policy.</p>	<p>CEO</p>
	<p>Confidentiality</p> <p>Everyone involved in the complaints process is required to maintain strict confidentiality both throughout the process and once the matter is finalised. This means you cannot discuss any information you provide to the investigation, nor can you pass on anything you learn from the investigation. Any breach of confidentiality by anyone involved in a workplace investigation may result in disciplinary action.</p>	

Authorised:
CEO