



**SECTION: Feedback and Complaints**  
**REF. NO: Section 4**  
**TITLE: Complaints and Disputes**

**1.0 Policy Statement**

Peckys Limited ensures that each individual accessing our services, their families and significant others are free to raise, and have resolved, any complaints or disputes he or she may have regarding the organisation or one of its services.

**1.1** All complaints are treated as confidential, recorded in writing and processed in accordance with a structured procedure.

**1.2** Peckys Limited ensures that when making a complaint, all clients will:

- Receive support when reporting a complaint or dispute;
- Are encouraged to raise any problem, complaint or dispute they have without fear of punishment;
- Are listened to, treated with respect and have their problem, complaint or dispute resolved within agreed timeframes;
- Receive access to interpreter services as required.
- Can nominate the person they want at the service as the key contact regarding the complaint.

**1.3** Clients accessing Peckys Limited services will receive ongoing formal and informal training on the grievance procedure.

**1.4** Information is made available about relevant external independent services that deal with complaints and grievances.

**1.5** Our annual surveys, regarding service satisfaction, provide an additional means for people to report complaints and disputes.

**2.0 Purpose**

The purpose of this document is to outline how Peckys Limited meets legislative requirements and encourages involvement from clients and significant others in meeting and following applicable disability service standards.

**2.1** Peckys Limited ensures that all clients are free to raise and have resolved any complaints and disputes they may have regarding the agency or service.

**Document References**

- NSW Disability Services Act and NSW Disability Standards 1993
- Peckys Limited Grievance Policy
- Complaints, Appeals and Monitoring Act 1993

**Forms**

- Incident report form
- Complaints form



**SECTION: Feedback and Complaints**  
**REF. NO: Section 4**  
**TITLE: Complaints and Disputes**

**1.0 Procedure**

Peckys Limited aims to minimise areas where complaints may arise by having sound management systems and procedures.

- 1.1** Peckys Limited recognizes that complaints can be resolved at an informal level eliminating the need to follow this formal complaint procedure.
- 1.2** There is an open door policy regarding discussion of any issues. Clients and parents/carers are encouraged to discuss any concerns, complaints or grievances with the Coordinator or General Manager.
- 1.3** Management promotes an environment that responds positively to complaints and ensures objectivity when managing complaints or disputes.
- 1.4** When day to day complaints are made against Peckys Limited, Management will utilise the complaint to examine the current systems and make amendments to minimise the situation arising in the future.
- 1.5** Clients shall be offered support of an advocate at any step of the grievance procedure. Once an advocate becomes involved they support the person throughout the whole process.

**2.0 Formal Management Procedure**

Whenever a formal problem, complaint or dispute is raised, either the person with the complaint or the person receiving the complaint should document the complaint on Peckys Limited complaint form.

- 2.1** Complaint forms are reviewed by the Coordinator and General Manager if required.
- 2.2** If possible, the person and Coordinator may be able to resolve the complaint at this level.
- 2.3** If the complaint has not been resolved at this level, it is to be referred to the General Manager. The General Manager will acknowledge receipt of the complaint within two working days.
- 2.4** A complaint investigation plan is developed and documented in conjunction with the person raising the complaint. The plan will cover:
- Summary of the issues;
  - Identification of other people to be consulted or interviewed;
  - Documents or files to be reviewed;
  - Timeframe for completion.



**SECTION: Feedback and Complaints**  
**REF. NO: Section 4**  
**TITLE: Complaints and Disputes**

- 2.5** Following an investigation a summary report with any recommendations and actions is to be completed.
- 2.6** Complaint forms are not closed until the problem, complaint or dispute is resolved. An outcome of the complaint is to be given to the person in writing within two weeks.
- 2.7** Complaint forms are considered confidential and retained in a file in the General Manager's office.
- 2.8** If Peckys Limited Management is unable to resolve the complaint; it is to be given to the Board of Directors for further support, information, resolution and referral.
- 2.9** Information is made available to clients and their families about relevant independent services which deal with complaints and grievances:
- NSW Ombudsman – 1800 060 409
  - Intellectual Disability Rights Service – (02) 96987277
- 3.0** Clients are to receive ongoing formal and informal training about Peckys Limited complaints and disputes procedure,
- Via client monthly meetings;
  - Individually, on a needs basis.
- 4.0** Peckys Limited shall conduct annual surveys regarding service satisfaction. Surveys are anonymous and responses are collated and feedback is provided to clients and families.