

Complaints Management Policy–

1. Purpose

Queensland Stoma Association Ltd acknowledges that people have a right to make complaints about its service or actions. This COMPLAINTS MANAGEMENT POLICY ensures that complaints can be managed fairly, quickly and professionally.

The Queensland Stoma Association Ltd COMPLAINTS MANAGEMENT POLICY is intended to:

- support people to make a complaint
- make it easier for Queensland Stoma Association Ltd to deal with complaints
- help Queensland Stoma Association Ltd improve its services
- give employees, members, supplier and other stakeholders confidence in Queensland Stoma Association Ltd.

This policy extends to Queensland Stoma Association Ltd employees, members, suppliers, and other stakeholders.

2. Commencement

This COMPLAINTS MANAGEMENT POLICY policy was adopted by Queensland Stoma Association Ltd on [insert date] and applies from [insert date].

3. Commitments

Queensland Stoma Association Ltd will make sure that:

- anyone who is not happy about the association can easily make a complaint.
- people are given assistance to make their complaint.
- people are not disadvantaged or treated unfairly after they make a complaint.
- complaints are dealt with quickly and fairly.
- people are told what decisions have been made about their complaint and the reasons for the decision.
- complaints are recorded and reported on to help Queensland Stoma Association Ltd provide better services.

4. Policy Availability

The COMPLAINTS MANAGEMENT POLICY and these policy and procedures are available on Queensland Stoma Association Ltd's website and at their offices.

5. Scope

The COMPLAINTS MANAGEMENT POLICY applies to all complaints received by Queensland Stoma Association Ltd and the way they are handled.

Complaints include those that are:

- fixed quickly
- made verbally
- made anonymously.

6. Complaints Model

Queensland Stoma Association Ltd's COMPLAINTS MANAGEMENT POLICY is a step by step way to receive, record, assess, review, respond and report on complaints. It recognises that complaints are usually made verbally to the Association Manager, staff and volunteers.

Stage 1: Complaints are initially managed and resolved by the Manager.

Stage 2: Unresolved complaints are referred to the Queensland Stoma Association Ltd Board for review and response.

Stage 3: People who are not happy with the way Queensland Stoma Association Ltd has handled their complaint can contact the Australian Council of Stoma Associations Inc or the Commonwealth Department of Health, Stoma Appliance Scheme Enquiry line for help.

7. Receiving complaints

Making a complaint

People can make a complaint:

- by telephone or in person
- by email or online, via Queensland Stoma Association Ltd website
- in writing, addressed to the Manager or the Chairman of the Board
- anonymously
- If a complaint is made on a person's behalf, Queensland Stoma Association Ltd will check that the person is happy for Queensland Stoma Association Ltd to respond directly to their representative.

Helping people make a complaint

- Queensland Stoma Association Ltd staff and volunteers should help people make a complaint, and tell them what information they need to provide.
- Queensland Stoma Association Ltd should arrange help if a person needs an interpreter, or has special needs.

Acknowledging complaints

- Queensland Stoma Association Ltd should let people know they have received their complaint within two days.
- Queensland Stoma Association Ltd can let people know they have received their complaint verbally or in writing.
- Acknowledgements should tell people how long it will take to handle the complaint and the contact details for the person dealing with the complaint.

8. Recording complaints

All written complaints will be referred to the Manager. The Manager will arrange for the complaint details to be recorded in the complaints register.

All verbal complaints will be recorded by the receiving person and passed to the Manager. Details of the complaint will be entered in the complaints register. If a verbal complaint is complex, the Manager can ask the person to put their complaint in writing.

The Manager should create a full record of how the complaint is managed. The complaints register should include:

- a complaint reference number
- the name of the person making the complaint
- the date the complaint was received and how
- what the complaint is about
- information collected and considered
- complaint decision and the reasons for the decision
- final response communicated to complainant
- the date the complaint was finalised
- any action required by Queensland Stoma Association Ltd to resolve the complaint.

9. Assessing complaints

Each complaint should be looked at carefully to figure out:

- what the complaint is about
- how it should be managed, including whether it is urgent
- if any extra information is needed.

Queensland Stoma Association Ltd needs to look at:

- whether the complaint involves an action of Queensland Stoma Association Ltd or its staff
- whether the person making the complaint is directly affected
- whether the complaint is worth investigating
- whether the person making the complaint has a right to appeal the decision
- what the person wants Queensland Stoma Association Ltd to do to fix the problem

Anonymous complaints will be accepted and dealt with like any other complaint. Important considerations include:

- how serious the complaint is
- how much information is provided
- whether Queensland Stoma Association Ltd is able to properly investigate the complaint.

The investigating assessment will be recorded in the complaint record to be held by the Manager.

10. Reviewing complaints

Complaints will be dealt with quickly and efficiently. Complaints should also be handled in a fair and objective way.

When Queensland Stoma Association Ltd deals with a complaint, it should:

- talk to the person making the complaint to check whether they understand all the issues
- gather and consider all relevant information about the complaint
- identify and consider relevant laws, policies and procedures
- give anyone affected by the complaint a fair hearing before the complaint is decided
- decide what can be done to fix the problem.

Queensland Stoma Association Ltd can fix the problem by:

- apologising
- changing its decision
- changing its policy, practice, procedure
- fixing misleading or inaccurate records
- offering help, providing further information or referring the complaint to someone who can help.

11. Responding to complaints

Queensland Stoma Association Ltd should tell the person making the complaint what it decides within 15 working days of the complaint being received. The final response can be provided verbally, but should be confirmed in writing.

If the final response cannot be provided within this time, Queensland Stoma Association Ltd should let the person know how their complaint is progressing and when they can expect a response.

The final response should include:

- the decision and the reasons for the decision
- contact details for the person handling the complaint
- information about any right of appeal.

12. Reporting on how the COMPLAINTS MANAGEMENT POLICY works

The Queensland Stoma Association Ltd Board should receive a report at each Board meeting on how the COMPLAINTS MANAGEMENT POLICY is working.

The report will:

- identify and analyse complaint trends, significant issues and figure out whether the COMPLAINTS MANAGEMENT POLICY is operating effectively
- include any recommendations for improvement
- monitor how Queensland Stoma Association Ltd will implement accepted recommendations.

Date reviewed	Date Adopted by QSA Board	Next Review