

Feedback and Complaints Policy Statement

As part of WHNSW's commitment to the delivery of quality services, WHNSW welcomes feedback and complaints about its services and will provide opportunities for feedback and complaints to be made about it or its member services.

Feedback and complaints received will be considered by WHNSW as part of its commitment to continuously improving its services and ensuring that services provided continue to meet the needs of members.

WHNSW will ensure that:

- Complaints will be dealt with in a respectful, prompt and fair manner
- The person making the complaint (the complainant) has the right to make a complaint without fear of retribution
- Complaints will be dealt with on a confidential basis

Distribution

The Feedback and Complaints policy will be placed on the WHNSW website- providing information on how to make a complaint

Complaints Procedures

If a WHNSW Board member or staff member is advised that a person is dissatisfied with the service, that person will be provided with a copy of the WHNSW Feedback and Complaints Policy and Procedure.

Complaints will be accepted in writing or verbally. Complainants can use the WHNSW complaints feedback form or correspond by letter or email. Service providers are welcome to lodge feedback or complaints on behalf of clients, provided they record the client's written permission to do so. If a client has not given written permission to lodge a complaint on their behalf, a service provider is welcome to provide feedback. Anonymous complaints will not be accepted.

All aspects of the complaint will be treated as confidential. The outcome of the investigation will only be given to people who need to know.

Complaints about WHNSW members

WHNSW manages and deal with complaints about its members

WHNSW will ensure that

- Complaints will be dealt with in a respectful, prompt and fair manner
- The complainant has the right to make a complaint without fear of retribution
- Complaints will be dealt with on a confidential basis

COMPLAINTS PROCEDURE

1. The Chief Executive Officer will seek to resolve all complaints as quickly as possible. Complainants will be invited to proceed to the formal complaint process if they are unhappy with the efforts to resolve the issue.
2. Complainants will be provided with the WHNSW Feedback and Complaints Policy and Procedure.
3. The complainant will be required to advise
 - The nature of the complaint/who the complaint is being made about
 - Date of complaint
 - Details of the complaint

The written complaint is to be signed by the complainant.

4. All written complaints will be lodged in a complaints register and reported to the WHNSW Board on a regular basis.
5. If, in the view of the Chief Executive Officer, a complaint relates to a notifiable or criminal behavior the appropriate investigative department will be informed immediately
6. The complainant will receive an acknowledgement of the complaint within five (5) working days and advice on the next steps to be undertaken.
7. The Chief Executive Officer will seek to resolve the complaint by:
 - Interviewing those involved, including discussing possible solutions with the Complainant
 - Inform the complainant of proposed resolution within ten (10) working days of receiving the complaint
 - Implement the proposed action, if agreeable to the complainant
 - Review the complaint one (1) calendar month after the proposed action has been implemented to ensure the complaint has been resolved.

8. If the complainant is dissatisfied with the proposed resolution the matter can be referred to the Chair of the WHNSW Board for her consideration. It is up to the complainant to appeal to the Board.
9. If the complaint cannot be resolved internally, an independent mediator may be appointed. The cost of the mediator will be met jointly by WHNSW and the complainant.
10. Nothing in the policy shall prevent WHNSW members seeking outside assistance to resolve their complaint.
11. If the feedback/complaint has policy or practice implications the Chief Executive Officer will ensure that these are fed into the WHNSW policy and practice review mechanisms.
12. If the complaint is about or involves the WHNSW Chief Executive Officer then the complaint will be dealt with by a member of the WHNSW Board.
13. The Chief Executive Officer is to ensure that:
 - All persons who need to know about the complaint are informed and clear about the outcome
 - Agreements are to be signed by all persons involved in the process
 - That the complaint register is kept up to date with records of the complaint, records of discussions, proposed and agreed solutions, and actions taken
 - Positive feedback that impacts on WHNSW policy and practices to be fed into the organisation's review mechanisms

See WHNSW Feedback and Complaint Form page 4...

WHNSW Feedback and Complaint Form

This form is not compulsory. You can write a letter or email with this information included and send to quality@whnsw.asn.au or mail to PO Box 341 Leichhardt NSW 2040

Date	
Your name	
Your phone number	
Your email address	
Your address (if relevant)	
The topic of the feedback or the name of the person you are making the complaint about	
Detail the feedback or complaint	
Any other comments or information	
Signed by the person lodging the feedback or complaint	