

COMPLAINTS AND DISPUTES

General

The staff and Management Committee of QPPD will endeavour to provide potent and vigorous systemic advocacy for people with disabilities and for parents. Any suggestions regarding the planning and operation of our advocacy work will be welcomed, as the input of members is valued, and we aim to remain open to positive change and development. We recognise that both members and staff have the right to access to fair and equitable procedures for dealing with complaints or grievances.

Any complaints about the service or access to it, will be dealt with fairly, promptly, confidentially, and without retribution. We will ensure that our Complaints Policy is publicly available, in appropriate formats, and that the service promotes and practises a policy for dealing with and monitoring complaints. Complaints or disputes will be handled in a manner consistent with QPPD policies on privacy and confidentiality.

The procedures will allow for the participation of the members advocate.

As QPPD does not undertake individual advocacy it does not have individual consumers or clients. The complaints policy and procedure therefore primarily addresses the need of members of the organization and of staff for an appropriate procedure.

Complaints by Members

1. QPPD welcomes information and feedback from members, which will enable it to improve the quality of our systemic advocacy.
2. All members should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates.
3. Members have a right to complain the way in which QPPD undertakes its work without fear of retribution and can expect complaints to be dealt with fairly and promptly.
4. Information on the complaints procedure of QPPD is to be included in the information given to new members and explained to members when they first join QPPD.
5. The member has the right to use an **independent** advocate of their choice to negotiate on their behalf with the staff and/or management of QPPD. This may be a family member or friend.
6. All complaints are to be recorded on the Complaints Record Form, which is to be completed by the Executive Coordinator.
7. Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case.

Complaints Procedure

1. QPPD will ensure that operation of its' Complaints Policy complies with the principles of natural justice.
2. The Policy will be made available to all members, and specifically to members of special needs groups in a form that is in plain English, is appropriate and understandable.
3. Members are encouraged to raise their complaint with the staff member concerned in the first instance.
4. If the member is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, they should contact the Executive Coordinator.
5. If the issue is still not satisfactorily resolved or if the complaint concerns the Executive Coordinator, the member should raise the issue with the President of the Management Committee.
6. If after approaching the above people, the issue is still not resolved, the member can complain to QPPD's funding body, the Commonwealth Department of Family and Community Services.
7. If the member is still not satisfied contact should be made with the Alternative Dispute Resolution Service of the Department of Justice.
8. A member shall be clearly informed in writing within two weeks of receipt of a complaint of the time taken for resolution of their complaint.
9. QPPD will ensure that staff and the committee of management are competent in managing complaints and disputes with fairness and equity.
10. The member should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.
11. Members will be informed of the National Disability Complaints Resolution and Referral Service and the assistance they are able to provide in making a complaint

Confidentiality of Complaints

As far as possible, the fact that a member has lodged a complaint and the details of that complaint should be kept confidential amongst staff and management committee members directly concerned with its resolution.

The member's permission should be obtained prior to any information being given to other parties which may be desirable to involve in order to satisfactorily resolve the complaint.