



P - 0113

# COMPLAINTS HANDLING & GRIEVANCE POLICY

## 1.0 PURPOSE

The Group considers effective and efficient complaint management and grievance handling essential to providing quality service and to assist in establishing and maintaining a harmonious and productive environment. Legitimate complaints enable The Group to identify inconsistencies between the standard of service promised and/or provided, and client expectations. This information can then be used to instigate preventative strategies to limit the possibility of recurrence and to initiate continuous improvement.

## 2.0 SCOPE

This Policy applies to all employees, contractors, visitors, the community and clients who engage in services with The Group.

## 3.0 STATE MENT

### COMPLAINTS

The Group aims to identify, investigate and resolve complaints using a fair, objective and confidential process that achieves resolution in a timely manner at the lowest possible level.

In doing so, The Group aims not only to reduce future recurrence of complaints, but also to take appropriate action to redress situations where a complaint is upheld, we will endeavor to investigate all relevant complaints through the Complaint Handling and Grievance Procedure.

Where a complaint lacks sufficient information, it may not be possible for The Group to pursue the matter. This will not prevent the relevant Manager reopening the complaint if further evidence comes to hand. Regardless of the outcome, all complaints will be recorded in The Group Complaint File, a spreadsheet created for the recording, tracking and management of complaints.

### GRIEVANCES

A grievance is any type of problem, concern or complaint you may have about the work environment or work. A grievance may relate to almost any aspect of employment (e.g. Safety in the workplace, Leave allocation, Supervision, staffing levels, Rosters or hours of work, work environment, performance appraisals, wage or salary levels.)

We recognise performances may suffer if one feels they are being aggrieved. As part of our commitment to ensuring effective grievance resolution, we will use reasonable measures to encourage staff to come forward with grievances, deal with them in a supportive way, encourage fairness, and require our managers to seek to prevent grievances.

All Staff are expected to comply with the requirements of this policy and to cooperate with employees who are delegated with the responsibility for the management and resolution of complaints.



<b>Version No.</b>	5.3	<b>Supersedes</b>	Version 5.2
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<b>Approved by</b>	Group MD	<b>Related Document(s)</b>	P-0113.1 Complaints Handling & Grievance Procedure
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