

## Belonging Matters Complaints and Grievance Policy & Procedure

### Purpose

Belonging Matters believes that the people who access our services are entitled, and should be actively encouraged, to have input into the services they receive. We value your feedback. More specifically we believe that people should feel free to express, without fear of retribution, concerns they may have about any aspect of the service they receive. Belonging Matters believes that such concerns should be dealt with in a manner that focuses on achieving, where ever possible, a joint resolution which is mutually acceptable to all concerned.

### Procedure

The following procedure is only meant as a guide. Where the issue to be raised is of a particularly serious nature or would be inappropriate or uncomfortable to raise as described in the process outlined, the person should move to the next step.

The person may, at any stage choose to seek an independent advocate to assist in voicing their concerns. A list of agencies or groups that may be able to offer advocacy assistance are outlined at the end of this document or under Resources – “Your rights” on this web site.

1. As a general principle, concerns especially those of a day to day operational nature should, where ever possible be solved immediately by the staff involved. This can be done by talking to the staff member or in writing. Staff will do what they can to correct issues or concerns and then report as soon as practical to the CEO.
2. If the issue can not be resolved by the CEO, to the satisfaction of the person making the complaint then it will be referred to the Chairperson.
3. If the complaint relates to the CEO then it will be referred directly to the Chair Person
4. If satisfactory resolution still cannot be achieved, the person making the complainant will be informed of appropriate external review options that are available.
5. Belonging Matters will reply to the person making the complaints within 7 days and then respond to the person making the complainant with a report of what has been done to address their complaint within 30 days.
6. Collect and record non-identifying data on concerns and complaints,
7. Use the information to identify underlying causes of issues, correct any problems and improve the quality of the service.

If, after the above mentioned steps (or the person concerned believes that their grievance is not being properly dealt with), he/she is entitled to take the matter to an external source such as:

- The Department of Social Services who provides funding to Belonging Matters  
<https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page>
- The Office of the Public Advocate - Local call 1300 309337; TTY 1300305612
- Disability Services Commission – Local free call 1800 677 342; TTY 1800 555 677 then 1800 677 342
- The National Disability Services Abuse and Neglect Hotline 180088052