

10 useful tips for an effective complaints policy and procedure

Your complaints policy and procedure should outline your commitment to resolving complaints in a way that is underpinned by natural justice principles and is consistent with the principles of the Victorian *Disability Act 2006* (the Act).

The policy and procedure should:	How well does your complaints policy and procedure address these areas?			Comments
	Fully	Partially	Not at all	
1 List the organisational values that will underpin how complaints are viewed and how the organisation will respond to complaints.				
2 Reinforce your commitment to quality service delivery and to anyone being able to speak up about what's working and not working with the supports being provided.				
3 Clearly state that no-one will be adversely affected as a result of making a complaint or a complaint being made on their behalf.				
4 Include an acknowledgement that the supports provided may not always meet people's expectations and/or that mistakes do happen and that you value people letting you know when this occurs so you can improve the supports you offer.				
5 Explain how you will support people to complain if they require assistance (or will refer them to someone who can assist them).				

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6 Ensure that people are clearly informed of their right to seek advice or assistance from DSC at any point in the process.				
7 Reassure people they can make complaints without being identified. Whilst not ideal, this should be an option in order to encourage people to speak up.				
8 Clearly outline how the process will be handled and the anticipated timeframes involved (including keeping the person updated if the timeframes are not met).				
9 Include a process and timeline for reviewing the outcomes of the complaint and what learning or service improvements occurred as a result.				
10 Include contacting the person who made the complaint after it has been finalised to seek feedback on their experience of the process.				

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