Chester Hill Neighbourhood Centre Inc.

Complaint Handling Procedure – Formal complaint



Scope- From the time a formal complaint is received from a client or any other person until it has been resolved.

The complaint can relate to the premises, resources, staff, management, programs or policies.

When the complaint relates to the support worker/ coordinator in charge of the program then the complaint is to be forwarded to and managed by the Centre

Manager. Simple complaints which can be resolved following initial discussion are also to be documented using the 'Service User Complaint' Form 2 days - 10 days Service user/ Approaches staff/ worker other to make a formal person complaint * Check client is satisfied Receives complaint **Store completed** with the complaints process directly from client Service User and happy to continue with or other person **Complaint Form in** the service central files NO Staff/ Informs **Implements** Advise client that: Worker/ With client: **Develops proposed** client by actions. - Centre Manager will review • Acknowledges receipt of actions to address Coordinator YES phone, Informs persons Is client still appeal but the decision will complaint the issue and email or affected by dissatisfied? be final. • Note details on the Service documents on letter of the complaint of the - If client is still dissatisfied **User Complaint Form** Service User actions facts, offers the complaint will be sent to **Complaint Form** • Outline the process taken and opportunity to the Management Committee involved, timeframes and the provide more for review their right to an advocate outcomes information - He/she can use an advocate Forwards actions to progress issue to Coordinator or Centre Manager **Informed of complaint** Reviews and amends Receives update on Centre by staff / worker / actions if necessary the implementation coordinator Manager and signs off actions of the actions Reviewed Forms **Notes** Kev Service User Complaint Form. Action 02/2022 This can be provided by the CHNC staff or located on the CHNC website. There are 2 * Complaint can be made directly or by email or letter. Store or file versions: > Decision - For staff to record complaint details with client (A) - To be sent out to clients upon request (B)