

OPAN Complaints Policy and Procedure

Policy Statement

The right to be heard is a fundamental human right. OPAN is committed to the preservation of human rights for all people.

OPAN is committed to providing a complaints mechanism that:

- takes complaints seriously
- treats complainants with respect and without retribution
- is transparent and fair
- is confidential
- assists complainants with specific needs to access necessary supports (e.g. interpreters)
- is regularly reviewed
- informs organisational change and development
- complies with all relevant legislation and regulation.

Scope

Complaints regarding a body other than OPAN will be referred to that organisation for resolution under that organisation's complaints resolution policy and processes.

Complaints regarding a sub-contractor will be managed according to type of complaint. Complaints that refer to customer service standards will be referred to the SDO for investigation with a co-signature from OPAN to close out the complaint. Complaints about breach of sub-contract will be managed by OPAN.

Complaints made by staff members are regarded as grievances and the Grievance Procedure will be followed.

Procedures

Making a Complaint

Complaints are welcomed in writing, verbally or anonymously.

The OPAN website includes a complaint form and a copy of this complaints procedure.

Complaints Handling

The complaints officer will generally be the CEO. Complaints about the CEO will be referred to the Chair of the Board. Complaints about the Chair of the Board will be referred to an external complaints handling body.

The complaints officer will:

- Acknowledge receipt of the complaint
- Inform the complainant of the timeframes and process for investigating the complaint
- Inform the complainant of their entitlement to have a support person assist them with their complaint
- Investigate the circumstances surrounding the complaint and review all relevant documentation
- Provide natural justice and fair process to any person named in the complaint
- Determine the outcome of the complaint
- Inform the complainant in writing of the outcome of the investigation and outline any action to be taken
- Inform the complainant of further options if they are dissatisfied with the outcome of the complaint
- Record the details of the complaint, investigation process and outcome in the Complaints Register

Retention of information

All material related to the complaint will be kept as required by privacy legislation

Complaint outcomes

Numbers of complaints and percentage successfully resolved will be reported to the Board and to the funding body.

Related Documents

- Complaints and compliments form

Revision and Approval History

Date	Revision Number	Approved By
October 2018	0	OPAN Board
October 2020	1	Due for review