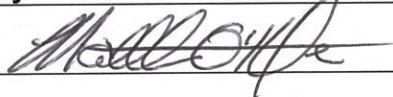




LIFE CHANGING

CLIENT GRIEVANCES AND COMPLAINTS VACRO POLICY 4.4

Approved by: BOARD CHAIRPERSON	Date approved:
Signature: 	Review date: September 2018

POLICY STATEMENT

VACRO is committed to the fair and equitable resolution of all grievances. VACRO advocates the core principles underpinning this policy which include confidentiality, timeliness, no retribution and support and assistance.

VACRO is committed to ensuring that all who approach the agency receive the highest standard of service and the expression of client feedback is welcomed as a means of ensuring that services are of high quality and are responsive to the needs of clients.

VACRO promotes and practices a positive and effective means of dealing with and monitoring complaints. Clients who have a grievance in relation to VACRO have a right to have this grievance heard and to make a formal complaint if they wish. Clients also have the right to a fair and equitable process of dealing with these complaints, that will be put in place in a timely manner and that in no way jeopardises their access to services and/or their treatment by staff.

VACRO will ensure that information about how to make a complaint is available to clients and that efforts are made to ensure that clients with limited English language and literacy skills fully understand their rights. We acknowledge that clients have a right to have an advocate of their choice (excluding a legal representative) involved in any complaints process.

VACRO Executive will review client's complaints as necessary, to ensure that the organisation is both responsive to clients' needs and deals with complaints within the framework of this policy.

COVERAGE

This policy applies to VACRO Board, employees, volunteers, students and contractors.

PRINCIPLES

A number of principles underpin the process for the resolution of client grievances and complaints. They are:

Information provision: VACRO clients must be given information in written and verbal form about their rights and responsibilities as service users and about the procedures for raising a grievance and making an official complaint. Where necessary, interpreters will be used to ensure full understanding by clients with limited English language skills.



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Confidentiality and Impartiality: all grievances and complaints will be handled with the greatest care in relation to the privacy and confidentiality of client information and in observance of this policy and accompanying procedures.

No retribution: no client involved in a grievance or complaint process will be disadvantaged or discriminated against in regards to their right to information, advice, access to and support from VACRO either at the time of making the complaint or subsequently if they wish to re-access VACRO services.

Support and Assistance: A client may choose to have advocacy support to assist them at any stage in the grievance or complaints process.

Timeliness of response: All grievances and complaints are to be dealt with in a timely manner throughout all stages of the process.

Responsiveness and review: VACRO will analyse client grievances and complaints when they indicate ways in which services can be improved, to do so wherever possible, and will review the way in which complaints are dealt with to ensure that this policy and accompanying procedure are being observed.

REFERENCES

Procedure 4.6 *Client Grievances and Complaints*

RESPONSIBILITY

The CEO is responsible for: the implementation of this policy throughout VACRO.

VACRO Executives and Senior Managers are responsible for: ensuring staff understand the requirements of this policy and accompanying procedure and ensure they are observed in all grievance and complaint processes.

VACRO staff are responsible for: ensuring that they comply with and understand the requirements of this policy and accompanying procedure.

HISTORY

DATE	VERSION	REFERENCE
June 2012	V1.0	initial draft issue
August 2012	V2.0	Final Approved by CEO
September 2016	V3.0	Final approved by Board