

9.5.2 Complaints Management Flowchart



Serious e.g. alleging the safety, health or wellbeing of a child was or is being compromised; the law has been breached; risk to health, safety and wellbeing of child circumstance.	Moderate e.g. the service has made a commitment to provide a service to families such as homework supervision, the service has not been provided and the family is making a complaint	Minor e.g. the service has incorrectly charged a family for a session of care and accounts are typically correct
Consult relevant service policy and procedure (9.5 Complaints Handling) Refer the complainant to the service policy and the appropriate person in the organisation to receive the complaint	Consult relevant service policy and procedure (9.5 Complaints Handling)	Consult relevant service policy and procedure (9.5 Complaints Handling)
Immediately to: Nominated Supervisor Approved Provider Complete relevant service records	Immediately to: Nominated Supervisor Approved Provider Complete relevant service records	As soon as practical to: Nominated Supervisor Approved Provider Make a confidential note in an appropriate file
Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence Notify Regulatory Authority (NL01)	Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence	As soon as possible to the complainant notifying of the response and remedy
Reflect on the steps taken above and identify aspects of service delivery that may have contributed to the complaint and ways in which these can be minimised	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified
Take immediate action to minimise the circumstances leading to the serious complaint from re-occurrence	Take action to improve areas identified and make records of those actions on the service's quality improvement plan	Take action to improve areas identified and make records of those actions on the service's quality improvement plan