Extract from the HSA Procedures Manual

4. Complaints

As detailed in our Policy Manual complaints are to be taken very seriously. They are an opportunity to improve our operational procedures so that such a cause for complaint is unlikely to arise in the future. The complaints page link from the main page on the HealthServe website details the following instructions for complaints:

To make a complaint about a HealthServe Australia staff member, consultant or other representative or an issue involving a project, please use the attached form "Complaints Record Form A" you can fill it out and then press send and it will be emailed both to yourself and the HealthServe representative who is assigned to answer complaints. If you do not wish to use the form directly please ensure that you still answer the question in the form to enable your complaint to be addressed as efficiently and effectively as possible.

Alternatively you can email the HSA Office manager on office@healthserve.org.au or call 02 9811 1970 and ask for the HAS office manager. If you would prefer to write a letter with attached documentation, it can be sent to HealthServe Australia, PO Box 247, Cherrybrook NSW 2126 marked Attn: Office manager.

If you are not completely happy with the response the compliant will be escalated to the HealthServe President and Executive Officer. If the complaint is of a serious nature and cannot be resolved by HealthServe to the satisfaction of the complainant, the Board of HealthServe will refer the matter to the Australian Council for International Development (ACFID) Code Committee.

Where HealthServe is either partnering with or supporting work carried out by another entity, HealthServe will require that they either have a complaints handling procedure that meets the requirements of the ACFID Code or that they confirm that they will abide by the HealthServe complaints handling policy on HealthServe connected projects. To do this they will need to document how the procedure for making a complaint will be made easily available and how the complaint will then be processed. They will also undertake to inform HealthServe of any complaint and its resolution by virtue of a suitable completed complaints form.

Flow charts 1 to 3 which set out how the process for handling complaints within HealthServe Australia.

Also attached are the Complaints Entry Form (to make it simpler to enter a complaint), the complaints Record Form (to be progressively filled out by whoever is dealing with the complaint), and the Complaints Handling Log (to be filled out by HealthServe Complaints Officer or the President if the complaint has been escalated).

Note: Under no circumstances is the HealthServe representative to share names or personal details of a complainant with anyone, other than on the complaints Form, unless expressly given permission in writing by the complainant.

4.1 Complaint handling Procedure. Flow Chart 4.1

Scenario 1 – HealthServe representative other than the Complaints Officer or the President receives a complaint either verbally or in writing.

Can the HealthServe representative respond yes to the following?

- 1. The Health Serve representative in no way forms part of the complaint.
- 2. They have knowledge of the situation leading to the complaint
- 3. The complaint is of a relatively minor nature and they are comfortable and feel able to respond to the complainant.
- 4. There is a degree of trust or rapport between them and the complainant.

No to
any
Yes to
all 4

Is the complaint verbal or written?

Representative may respond to the complaint following the principles in the complaints handling policy. Initial reply must be within 5 working days. If a period of more than 30 days passes without resolution it shall be marked as not able to fully resolve.

Verbal Written

Representative listens politely to understand the substance of the complaint and then advises of the positive way HealthServe views complaints and directs them to the correct person as set out on the complaints page within the website.

If the complaint is considered by the complainant or the organisation to require further action the representative also fills out a complaints Record Form with as much information as been provided by the complainant without prompting, as well as any background information available and sends this directly to the HealthServe Complaints Officer

Representative responds immediately with a written thank you for the complaint and advises that it will be forwarded to the HealthServe Complaints Officer who will endeavour to respond within 5 working days.

They then forward the complaint to the Complaints Officer with a completed Complaints Record Form which provides any background information that may assist in processing the complaint.

Not able to fully resolve

Representative advises complainant that as the issue has not been fully resolved all correspondence will be forwarded to the **HealthServe Complaints** Officer, who will make an initial response within 5 working days. Representative forwards the complaint to the Complaints Officer with a completed Complaints Record Form which provides an explanation of the complaint and identifies the issues that have not been resolved.

Able to fully resolve

Representative advises complainant that as the issue has been fully resolved a summary of the issue and its resolution will be forwarded to the Complaints Officer as part of improving operational processes. Representative fills out **Complaints Record** Form which provides and explanation of the complaint, explains the resolution and makes suggestions for any operational improvements.

HealthServe Complaints Officer receives the complaint. The Complaint is entered in the Complaints Handling Log. All new entries will be reviewed at the next board meeting. If the complaint has not been resolved the Complaints Officer will respond to the complaint as detailed in flowchart 2.

4.2 Complaint handling Procedure. Flow Chart 4.2

Scenario 2 – HealthServe Complaints Officer receives a complaint either directly or one that has been passed up by a HealthServe representative.

Can the HealthServe Complaints Officer respond yes to the following?

- 1. The Complaints Officer in no way forms part of the complaint.
- 2. The complaint is within jurisdiction ie is not a police matter or more properly dealt with by some other authority.

No to Yes to anv all Complaints Officer may respond to the complaint following the principles in the complaints handling Is the complaint verbal or policy. Initial reply must be within 5 working days. No written? period of more than 30 days shall pass without updating the complainant on progress. Written Verbal Able to fully Not able to fully resolve resolve

Complaints Officer listens politely to understand the substance of the complaint and then advises that the complaint is of such a nature that it will be referred directly to the HealthServe President/Board. The details provided will be forwarded to the President and the person will be assured that they will be contacted directly and advised on how the complaint will be progressed.

Complaints Officer forwards a completed Complaints Record Form to the President/Board. It includes any background information that may assist in processing the complaint.

Complaints Officer responds immediately with a written thank you for the complaint and advises that it will be forwarded to the HealthServe President who will endeavour to respond within 5 working days.

Complaints Officer forwards a completed Complaints Record Form, with the written complaint, to the President/Board. It includes any background information that may assist in processing the complaint.

Complaints Officer advises complainant that as the issue has not been fully resolved all correspondence will be forwarded to the HealthServe President who will make an initial response within 5 working days. The complaint is then forwarded to the President with a completed **Complaints Record Form** which provides an explanation of the complaint and identifies the issues that have not been resolved.

Complaints officer advises complainant that as the issue has been fully resolved a summary of the issue and its resolution will be forwarded to the HealthServe President as part of improving operational processes. The **Complaints Record** Form is amended to explain the resolution and makes suggestions for any operational improvements.

HealthServe President receives the complaint. The Complaint is entered/updated in the Complaints Handling Log. All new entries will be reviewed at the next board meeting. If the complaint has not been resolved the President will respond to the complaint as detailed in flowchart 3.

4.3 Complaint handling Procedure. Flow Chart 4.3

Scenario 3 – HealthServe President receives a complaint either directly or one that has been passed up from the HealthServe Complaints Officer.

Can the HealthServe President respond yes to the following?

- 1. The President in no way forms part of the complaint.
- 2. The complaint is within jurisdiction ie is not a police matter or more properly dealt with by some other authority.

No to Item 1 or 2. Yes 1 & 2 President will respond to the complaint following the An emergency meeting of the principles in HealthServe complaints handling policy. If HealthServe Board shall be held direct the initial response will be within 5 working days. to determine action to be taken. No period of more than 30 days shall pass without updating the complainant on progress. Not able to Able to fully If Item 1 If Item 2 fully resolve resolve The Board shall determine

The Board shall select a suitable person from among themselves to respond to the complaint. The procedure taken shall be the same as would apply to the President in the right side of this flow diagram.

The Board shall determine the action to be taken. This may involve the police or some other authority or it may mean referring the complaint to the ACFID code Committee. The complainant will be advised as soon as possible of the action taken and who they should contact for an update on progress.

President advises
complainant that as the
issue has not been fully
resolved and they are not
satisfied with the solution
offered, the HealthServe
Board will review the
matter and provide a final
determination. If this is
not satisfactory the
complaint will be referred
to the ACFID's Code
Committee.

Representative advises complainant that as the issue has been fully resolved a summary of the issue and its resolution will be discussed internally as part of improving operational processes. President updates the complaint record Form.

The Complaints Handling Log is updated. All updated and new entries will be reviewed at the next board meeting. Possibilities for operational improvements and changes in procedures will be discussed and actioned.

4.4 Complaints Entry Form

HealthServe appreciates you raising your concern with us. We will acknowledge your completed complain form upon receipt and seek to make at least an initial response within 5 working days.

For use by person making complaint.

Full Name	
Email Address	
Date if one-off event	
HealthServe person	
who is the source of the	
complaint. (Write NA if	
not applicable).	
Any HealthServe who	
you have spoken to	
about your concern?	
Please enter your	
complaint. (Allow	
2,000 characters).	

4.5 Complaints Record Form

This form is to be filled out when the complaint is received and updated during the course of responding to the complaint by the HealthServe representative responding to the complaint.

For Use by HealthServe representative.

Dates:	
Data a succession of a success	
Date complaint received and dates with brief explanation	
that correspondence has	
been sent or received and	
who received or sent that	
correspondence.	
Personal details	
Name and methods of	
contact.	
Detail of the Complaint	
Severity of Complaint	1
as assigned by HSA	
officer	2
1 –least severe to	
4 – most severe	3
Please circle	
	4
A .:	
Action taken to resolve	
or attempt to resolve	
the complaint	
(Include summary text of any	
apology issued also note	
make clear if the complaint	
has been resolved.)	
Internal follow up	
needed.	
Briefly state any	
changed need to	
procedures or policies.	

4.6 Complaints Handling Log

For Use by HealthServe representative. An initial entry is to be made at the date the complaint was raised.

This form does not will be made available to all people at Board level. It does not name the complainant but further details may be gained from the HealthServe contact who can supply further documentation under the Reference Number. All open entries on the complaints log are to be reviewed at each board meeting.

Date	Ref.	HealthServe	Issue	Resolution	Changes to	Date
Raised	No.	contact		(including date)	Procedures	Closed