

## DVNSW Complaints Management Policy

<p><b>Purpose</b></p>	<p>The Complaints Management Policy articulates the overarching principles DVNSW applies to its handling of complaints.</p> <p>Complaints can come from inside and outside the organisation and can be made by our stakeholders, including members and members of the public.</p> <p>DVNSW is committed to providing a quality service to its stakeholders and a key element of this commitment is an effective and efficient complaints management system.</p> <p>DVNSW can also receive correspondence raising concerns about members and non-member domestic and family violence services and treats this correspondence as feedback.</p> <p>This feedback may be referred to funding bodies, regulatory bodies, or other organisations as DVNSW sees fit and aligned to this policy.</p>
<p><b>Scope</b></p>	<ul style="list-style-type: none"> <li>• Board members, employees, consultants, contractors and students on work placement.</li> <li>• The policy should be read in conjunction with Complaints Management Procedure, relevant legislation and other relevant DVNSW policies.</li> </ul>
<p><b>Complaints management principles</b></p>	<p>1. Fairness and respect</p> <p>To achieve fairness for the complainant, DVNSW handles complaints impartially and transparently. All complainants will be treated with respect by DVNSW staff and each complaint will be considered with an open mind and evaluated with objectivity.</p> <p>2. Accessibility</p> <p>A copy of this Policy is available on the DVNSW website. There are several options for people wishing to make complaints. Complaints can be made either by email, by letter, or by phone.</p> <p>DVNSW will help complainants with special needs, for example those from a non-English speaking background or with other communication or accessibility requirements.</p> <p>3. Responsiveness</p> <p>DVNSW is committed to responding to complaints within a reasonable timeframe and keeping the complainant up to date with the progress of their matter. Generally, simple complaints will be responded to within two weeks and more complex complaints within four weeks. The specific standards and timeframes for responding to DVNSW employee grievances are contained in the respective policies and procedures.</p> <p>4. Confidentiality</p>

	<p>All complaints will be dealt with confidentially and personal information will be managed in accordance with the Information Protection Principles in the Privacy and Personal Information Protection Act 1998.</p> <p>5. Efficiency</p> <p>DVNSW will resolve complaints using resources appropriate to the nature of the complaint. We will track progress regularly to ensure complaints all are dealt with promptly and efficiently.</p> <p>6. Accountability</p> <p>A quarterly report on complaints will be submitted by the CEO to the DVNSW board.</p>
<p><b>Complaints management process</b></p>	<p>There are nine possible stages of complaint handling. The steps required will depend on the nature of the complaint:</p> <ol style="list-style-type: none"> <li>1. Receive the complaint.</li> <li>2. Triage the complaint.</li> <li>3. Record the complaint.</li> <li>4. Acknowledge the complaint.</li> <li>5. Assessment.</li> <li>6. Investigation.</li> <li>7. Update complainant.</li> <li>8. Consider and decide on outcome and redress options.</li> <li>9. Analyse systemic issues and take action.</li> </ol>
<p><b>Complaints management considerations</b></p>	<p>1. Anonymous complaints</p> <p>DVNSW will accept and assess anonymous complaints. However, anonymity may limit our ability to seek further information to assess the complaint adequately. It will also limit our ability to inform the complainant of the outcome of our assessment and where appropriate, the outcome of any detailed investigation.</p> <p>2. Unreasonable complaints or complainants</p> <p>From time to time, complainants may act unreasonably and/or make unreasonable/vexatious complaints. For example, complainants may be rude or aggressive, they may continue to make the same complaint after it has been investigated and closed or make unrealistic or disproportionate requests.</p> <p>DVNSW will be guided by New South Wales Ombudsman’s publication, <a href="#">‘Managing Unreasonable Complainant Conduct Manual 2021’</a> in responding in such cases.</p>
<p><b>Redress options</b></p>	<p>If a complainant is not satisfied with the decision the following redress options are available:</p> <ul style="list-style-type: none"> <li>• If the decision was made by the Office Manager the decision can be reviewed by the Operations Manager/ Management team.</li> <li>• If the decision was made the Operations Manager/ Management Team the decision can be reviewed by the Deputy CEO.</li> </ul>

- If the decision was made by the Deputy CEO the decision can be reviewed by the CEO.
- If the decision was made by the CEO it can be reviewed by the DVNSW Board.