



Caring for Our Port Stephens Youth



(COPSY)



Inc.

Complaints Handling

(23 Jan 2020)

Clients and clinicians should have knowledge of and access to Jupiter’s complaints management and resolution system. Complaints are welcomed, acknowledged, respected and well managed. It is important that we listen to the concerns raised by people, respond to complaints promptly, empathetically and fairly, and ensure that we learn from issues identified in the complaints process to improve our processes, systems and services.

Generally, all complaints whether from clients, parents or staff should be taken to the office manager. If the complaint concerns the office manager, the complaint can be taken to the president or secretary of COPSY with a copy provided to the office manager.

The subject of the complaint should be notified within 2 days of receiving the complaint and given 3 days to respond. The complaint and response should be discussed with the clinical supervisor or the president or secretary of COPSY according to the nature of the complaint.

The complaint and response to both the subject of the complaint and the complainant should be logged and kept on the google drive.

Our complaints management policy is based on the following principles.

Principle	This means
Accessibility	<ul style="list-style-type: none"> We publish information about our complaints policy and how to make a complaint at www.copsy.com.au use Learn More under the jupiter logo We provide people with a range of contact options to make a complaint. We assist people to make a complaint when assistance is needed. We recognise that some people have particular needs or vulnerabilities and provide a complaint service that accommodates the requirements of all people. We communicate with people in a way that suits the person. We encourage people to give us their feedback about our decisions, policies, procedures and service.
Understanding	<ul style="list-style-type: none"> We understand and acknowledge that the issue raised is important to the person making a complaint. We talk to the person raising the concern We demonstrate that we have understood the concerns raised. We ask how people would like their concern to be resolved. In our response we acknowledge and consider a person’s feelings as valid and important.



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<p>Responsiveness</p>	<ul style="list-style-type: none"> • We have systems in place that identify how complaints are assessed, allocated and escalated when appropriate. • We adhere to all required complaints management time frames and when this isn't possible we contact to people to let them know a revised time frame and provide an explanation for the delay. • We empower our staff resolve complaints as quickly and efficiently as possible. • We acknowledge that methods for dealing with complaints will differ depending on the circumstances and allow flexibility to resolve a complaint in a way that is appropriate in the circumstances.
<p>Transparency</p>	<ul style="list-style-type: none"> • We talk to people about what is and isn't possible during the complaints management process and explain why. • In our acknowledgement of a complaint we provide information about what to expect and when. • We provide a full explanation to people of the reasons for our decision regarding their complaint. • During the complaints process we review what information we have previously provided to determine if there is any further information we could provide to a person to better help them understand our decision, processes or policies. • We are open about our processes and our management of a matter and seek to demonstrate how we act in the public interest when we respond to a complaint.
<p>Fairness</p>	<ul style="list-style-type: none"> • We deal with concerns raised to us in a spirit of resolution rather than defensiveness. • We offer an explanation and an apology when a mistake is made. • We are impartial in our management of all concerns raised about jupiter and COPSY Inc. • We advise people of their options to escalate their complaint if they remain concerned and offer assistance to do so if this is needed. • We offer our staff and contractors an opportunity to respond to any allegation made about them personally.
<p>Improvement</p>	<ul style="list-style-type: none"> • We have established procedures to identify and report issues about our service delivery, policies and procedures during the management of a complaint. • We regularly review data captured from the complaints process to identify thematic issues. • We ensure that any identified problems with our systems or service



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	<p>delivery are followed up and required changes are implemented.</p> <ul style="list-style-type: none"> • We encourage learning from complaints to improve our services.
<p>Accountability</p>	<ul style="list-style-type: none"> • We appropriately resource our complaints management framework and staff are given training and support to effectively manage complaints. • We identify, measure and report on Key Performance Indicators (KPI's) to ensure that we are providing a quality service. • We report publicly on our complaints handling performance in our annual report and other documents as appropriate. • We undertake a review of our complaints management data at least every 12 months so that we can evaluate our performance. • We review our complete Complaints Management Framework every two (2) years to ensure that it is still fit for purpose.