

Complaints Policy

1. Purpose

This document outlines Avivo's policy to hear, respond and address concerns and complaints made by people about Avivo.

2. Introduction

Avivo's vision is people living as valued citizens making their own decisions, developing their abilities and growing in their relationships. We work in partnership with customers to plan and provide supports they choose to lead their lives. We aim to provide quality supports and services that meet customers' goals and needs. We work with customers and staff to understand and resolve concerns or complaints in a responsible and timely manner.

3. Scope

This policy applies to everyone who is involved with Avivo.

4. Policy

Avivo is committed to listening, learning and making changes for customers who have concerns and complaints.

We welcome and encourage people to raise concerns and make complaints and assure them that they can do so without fear from retribution. Concerns and complaints are an opportunity to improve the quality and outcomes of services.

We encourage people who have concerns and complaints to raise them with the person of their choice. The person who receives or hears the concern or complaint takes responsibility for ensuring it's reported so a resolution can be reached.

We recognise that it can be difficult for people to make complaints and encourage people to involve advocates if they choose. They may also contact Avivo's Consumer Liaison Officer if they would like support to make a complaint.

We encourage and support people to have independent support or advocacy whenever they require. We provide people with information of independent advocacy organisations.

We understand that there may be times when people are not satisfied with the resolution of the complaint and we encourage them to contact the appropriate external complaints body. We will inform them of their rights whereby they can take the complaint to the relevant external body.

5. Responsibilities

It is the responsibility of all staff to encourage and support customers to raise concerns and complaints.

It is responsibility of all managers to ensure that concerns and complaints are heard and resolved.

- It is the responsibility of Area, Unit and Department Managers to resolve concerns and complaints made about the services they deliver.
- It is the responsibility of the General Managers to ensure Areas and Units effectively respond to and manage concerns and complaints.
- It is the responsibility of the Chief Executive Officer to ensure Avivo effectively implements this policy.

6. References

None.

7. Related Documents

Complaints Work Procedure - OP-PRO-416

Advocacy and External Review of Complaints – OP-OTH-511

Serious Incident Policy and Procedure - OP-PRO-59

8. Definitions

None.