



Complaints Handling Policy

MAVERICK SUPPORTS

(ABN 65 674 503 274)

Complaints Handling Policy

1. Purpose

The purpose of this Complaints Handling Policy is to establish a clear and effective process for managing complaints from employees, support workers, and participants at Maverick Support. This policy aims to ensure that all concerns are addressed fairly, promptly, and transparently, contributing to a positive and respectful environment.

2. Scope

This policy applies to all employees, support workers, and participants of Maverick Support. It covers complaints related to the delivery of services, workplace behaviour, and any other issues impacting the work environment or the quality of support provided.

3. Policy Overview

- **Objective:**
 - To ensure complaints are handled in a fair, consistent, and efficient manner.
 - To provide a clear process for resolving complaints and addressing any underlying issues.
- **Types of Complaints:**
 - Service-related issues: Concerns about the quality or delivery of services provided by Maverick Support.
 - Workplace behaviour: Issues related to behaviour, conduct, or interactions among employees and support workers.
 - Participant concerns: Complaints from participants regarding their experience or treatment.

4. Reporting Procedures

- **How to Report a Complaint:**
 - Complaints can be reported through various channels:
 - **Verbally:** To supervisor, manager, or HR representative; Participants and their guardians can advise their support workers if needed.
 - **In Writing:**
 - Via email to hello@mavericksupports.com.au
 - Written letter to PO Box 4118, Bradbury, NSW
 - or through the company's online contact form.
 - **Confidential Channels:** For sensitive issues, use designated confidential reporting channels to ensure privacy.
- **Confidentiality:**
 - All complaints will be handled with confidentiality to protect the privacy of all parties involved. Information will only be shared on a need-to-know basis for the purpose of resolving the complaint.

5. Handling and Resolution

- **Investigation Process:**
 - Upon receiving a complaint, it will be acknowledged and assessed to determine the appropriate course of action.
 - An impartial investigation will be conducted, which may involve interviews with the complainant, the accused, and any witnesses. Relevant documents and evidence will be reviewed.
 - The investigation will aim to be completed within a reasonable timeframe, ensuring thoroughness and fairness.
- **Resolution:**
 - Based on the investigation findings, appropriate actions will be taken to resolve the complaint. This may include:
 - Mediation or conflict resolution sessions.
 - Corrective actions or changes to practices.
 - Disciplinary measures, if necessary.
 - Alteration to support worker assignment.
- **Communication:**
 - The complainant will be kept informed of the progress and outcome of their complaint. A final resolution or action plan will be communicated to all relevant parties.

6. Responsibilities

- **Employees and Support Workers:**
 - Promptly report any issues or concerns in accordance with the reporting procedures.
 - Cooperate with investigations and provide truthful information.
- **Managers and HR:**
 - Ensure that complaints are addressed in a timely and fair manner.
 - Oversee the investigation process and implement resolutions.
 - Maintain records of complaints and their resolutions for review and improvement purposes.

7. Support and Resources

- **HR Support:**
 - HR is available to provide guidance on the complaints process, assist with reporting procedures, and support both complainants and respondents throughout the process.

8. Confidentiality

- **Privacy:**
 - All aspects of the complaints process will be treated with the highest level of confidentiality. Access to information will be limited to those directly involved in handling the complaint.

- Records related to complaints and investigations will be securely stored and managed in compliance with privacy laws and regulations.

9. Training and Communication

- **Training:**

- All employees, support workers, and managers will receive training on this policy as part of their onboarding process and through periodic refresher courses.
- Training will cover the procedures for reporting complaints, the importance of maintaining confidentiality, and how to handle complaints appropriately.

- **Communication:**

- This policy will be communicated to all employees, support workers, and participants through employee handbooks, internal communications, and training sessions. Updates and reminders about the policy will be provided regularly.

10. Review and Updates

- **Policy Review:**

- This policy will be reviewed annually to ensure it remains effective and compliant with legal requirements and industry best practices.
- Updates will be made as necessary based on feedback, changes in regulations, or identified issues.

- **Notification of Changes:**

- Employees, support workers, and participants will be notified of any significant changes to the policy, and updated copies will be made available to all relevant parties.

Version	Approved	Date
Draft	Melanie Bryson	1/9/24
Final	Kara Dario	17/09/24