

**Leichhardt Marrickville Community Transport Group
Section 3 Service Delivery
Document 3.07-1-3 Complaints Flowchart**

Service User /Member of the Public/Other Service wants to make a complaint



Team member gives the following options:

- OPTION 1: To complete a Service User Complaint Form via telephone interview
- OPTION 2: Formal written Complaint: Service will mail Service User Complaint form to Complainant
- OPTION 3: To speak to the Service Coordinator or Executive Officer to make a telephone complaint
- OPTION 4: If options 1-3 prove to be unsuitable, Service User can contact President of Management Committee or nominee re: complaint.



Team member gives relevant information to assist Service User (i.e. Service User Complaint Form, the address to write to, or takes name and number and passes onto Service Coordinator/Executive Officer to call the Service User within 5 working days)

<i>DOC 3.07-1-3</i>	<i>Complaints Flowchart</i>			<i>Date Approved</i>	
<i>Date Document due for review</i>	<i>Date Document Reviewed:</i>	<i>Amendments</i>	<i>Positions informed/trained in amendments</i>	<i>Method</i>	<i>Date</i>

OPTION 2

Service User Complaint Form Received

Service Coordinator/Executive Officer contacts the Service User to thank them for their complaint and asks the Service User if they have a proposed solution. SC/EO provides Service User with information regarding how the complaint will be investigated and when the Service User can expect a response.

SC/EO conducts an investigation & completes a Service User Complaint Form (attaching it to the form received)

SC/EO develops action plan to resolve issue (this may include a change in procedure, team member disciplinary action or provision of more information to Service User)

SC/EO contacts Service User and provides information and discusses proposed solution with Service User

SC/EO come to an agreement re: solution. SC/EO writes a letter confirming discussion, finalises Service User Complaint Form and uploads it into LOGICQ

Service User not satisfied with proposed solution or the process. Service User referred to President of Management Committee (MC) or nominee. Letter written to Service User confirming the conversation and informing them that the matter will be passed onto the President of the MC or nominee who will contact the client within 5 working days

OPTION 3

To speak to the SC/EO to make a formal complaint

SC/EO contacts the Service User to discuss the issue and asks the Service User if they have a proposed solution. SC/EO provides Service User with information regarding how the complaint will be investigated and when the Service User can expect a response. The SC/EO thanks the Service User for the Complaint. The SC/EO records the conversation on a Service User Complaint Form

SC/EO conducts an investigation

SC/EO develops action plan to resolve issue (this may include a change in procedure, team member disciplinary action or provision of more information to Service User)

SC/EO contacts Service User and provides information and discusses proposed solution with Service User

Service User & SC/EO come to an agreement re: solution. Manager writes a letter confirming discussion, finalises Service User Complaint Form and uploads it to LOGICQ

Service User not satisfied with proposed solution or the process. Service User referred to President of MC or nominee. Letter written to Service User confirming the conversation and informing them that the matter will be passed onto the President of MC or nominee who will contact the client within 5 working days

OPTION 4

To speak to the President of Management Committee or nominee to make a formal complaint

President of Management Committee or nominee contacts the Service User to discuss the issue and asks the Service User if they have a proposed solution. President of Management Committee or nominee provides Service User with information regarding how the complaint will be investigated and when the Service User can expect a response. The President of Management Committee or nominee thanks the Service User for the Complaint. The President of Management Committee or nominee records the conversation on a Service User Complaint form.

President of Management Committee or nominee conducts an investigation ensuring familiarity with relevant operational procedures

President of Management Committee or nominee develops an action plan to resolve the issue (this may include a change in procedure, team member disciplinary action or provision of more information to Service User)

President of Management Committee or nominee contacts Service User and provides information and discusses the proposed solution with Service User

Service User & President of Management Committee or nominee come to an agreement re: solution. President of Management Committee or nominee writes a letter confirming the discussion, finalises the Service User Complaint Form and uploads it into LOGICQ

Service User not satisfied with proposed solution or the process. Service User referred to External Complaints Agencies. Letter written to Service User confirming the conversation and informing them of the contact details for external agencies. The following allegations will be referred to an external body: Statements which involve possible harm to self, Statements that involve possible harm to another, Statements that involve allegations of child abuse, Statements that involve the disallowance of medical help to a person in need of medical help, Statement involving intended suicide.