



P.R.O.U.D.

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Resident & Stakeholder

Complaint Handling

Policy

Authorising Officer:

Name: Tony Usher
Position: Chief Executive Officer
Approval Date: 16th October 2019

Signature:

A handwritten signature in black ink, appearing to be 'Tony Usher', written over a horizontal line. The signature is stylized and extends to the right, ending in a vertical line.

Contents

1. PURPOSE.....	3
2. POLICY OWNER.....	3
3. POLICY SCOPE.....	3
4. POLICY STATEMENT	3
5. RELATED DOCUMENTS	4
6. CRIMINAL ACTIVITY	4
7. IMPROPER, CORRUPT & SPECIFIED CONDUCT	4
8. FRAUD-RELATED COMPLAINTS.....	4
9. COMMONWEALTH OMBUDSMAN.....	4
10. NON - COMPLAINTS.....	4
11. CONFIDENTIALITY.....	4
12. REVIEW	5
13. DEFINITIONS.....	5

1. PURPOSE

This Policy establishes a general complaint handling process. AHL is committed to:

- ❖ Recognising residents' and other stakeholders' right to make complaints, comments or suggestions about the level or quality of services provided
- ❖ Providing an efficient and fair mechanism for resolving complaints
- ❖ Ensuring that all complaints are heard and equitably resolved in a timely manner
- ❖ Monitoring complaints in order to improve the quality of services
- ❖ Increasing the level of satisfaction

2. POLICY OWNER

Director Human Resources is the owner of this Policy.

3. POLICY SCOPE

This policy contains information for AHL hostel residents and/or other stakeholders who would like to express dissatisfaction about any aspect of services provided by the AHL hostel or disagreement about the application of AHL policies or other perceived unfairness.

4. POLICY STATEMENT

AHL operates a 'Complaints Handling and Reporting System' to capture all the information required for AHL to meet its responsibilities to its residents, the community and the Australian Government. Complaints are treated by AHL as a high priority and our staff work together with the complainant to achieve a satisfactory resolution. The system also provides information on complaint trends, analysis and resolution with the aim of providing acceptable service levels to all residents and stakeholders.

Complaints can be made by:

- ❖ The individual affected (this can be a hostel resident, or non-resident who may identify themselves or who may wish to be anonymous)
- ❖ A third party on behalf of the person affected e.g. relative, carer, friend, legal advocate; or
- ❖ An organisation representing an affected resident

AHL staff cannot make a complaint on behalf of a resident but can support them to make a complaint. When an issue arises, complainants are encouraged to first try to resolve the matter at the point of service with the other party involved in the complaint. If this is not possible or the complainant is not satisfied with the action taken by that person, they may then escalate their complaint directly to:

- ❖ Hostel Manager, or
- ❖ Relevant Business Manager, Assistant Business Manager or Operations Manager, or
- ❖ 'AHL Complaints Officer' in National Office, by either:
 - Completing a 'Complaints Form' online at the AHL website www.ahl.gov.au, or
 - Phoning Free Call 1800 640 836, or
 - Sending an email to complaints.officer@ahl.gov.au

AHL will acknowledge a complaint within five working days (or earlier if possible) where contact details are provided. AHL attempts to resolve and reply to simple complaints within 10 days of notification and to resolve and reply to more complex complaints within 30 days of notification.

Where a complainant is not satisfied with the outcome (decision or action taken) they may raise their concerns directly with the Director Human Resources on 02 6212 2079.

Complaints received anonymously will be recorded and passed to the relevant Business Manager for action, where appropriate, or for information only. AHL would like to encourage complainants to leave their name and contact details and will ensure confidentiality, if requested.

5. RELATED DOCUMENTS

- ❖ [AHL Customer Service Charter](#) - outlines what residents can expect from AHL and encourages feedback on the services that AHL provides; and
- ❖ [Complaints Online form](#) available on AHL website

6. CRIMINAL ACTIVITY

Complainants claiming criminal activity by an AHL employee will be assigned to the Manager Audit & Risk Unit for investigation and reporting to the police where appropriate. It is encouraged that complainants approach the police directly where the matter is posing a risk to the community or to their own health and safety.

7. IMPROPER, CORRUPT & SPECIFIED CONDUCT

AHL recognises the value of transparency and accountability in all its operations. It supports the making of disclosures that reveal corrupt or improper conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

8. FRAUD-RELATED COMPLAINTS

AHL takes complaints about alleged fraudulent activity seriously and is committed to handling such disclosures confidentially. Members of the public, suppliers and officers are encouraged to report fraud-related complaints to AHL Audit & Risk Unit, telephone 02 6212 2058.

9. COMMONWEALTH OMBUDSMAN

If a complainant is not satisfied with the outcome of their complaint, they can contact the Commonwealth Ombudsman by phoning 1300 362 072. Further details may be obtained from the Commonwealth Ombudsman website at: www.ombudsman.gov.au

10. NON - COMPLAINTS

Requests made under the [Freedom of Information Act 1982](#) or disputes or disagreements between AHL staff, are not regarded as a complaint by AHL.

11. CONFIDENTIALITY

If a complainant's personal information is provided it is protected under the provisions of the [Privacy Act 1988](#). It cannot be released to any person or organisation unless required by law or the complainant provides consent. The complainant has the right to withdraw personal information from the AHL complaints system at any time.

12. REVIEW

This policy will be reviewed by the Director Human Resources at least every two years.

13. DEFINITIONS

The following terms are referred to in this Policy:

Term	Definition
AHL	Aboriginal Hostels Limited
Complaint	A complaint is any expression of dissatisfaction concerning a product or service offered or provided by AHL or the absence of products or services
Complainant	Person or organisation making the complaint

