

Complaints Policy and Procedure

POLICY

Liberti Ltd has a complaints policy and procedure in place to ensure there is a safe, fair, effective and efficient process in place for staff and people who wish to make a complaint to or about Liberti Ltd. Complaints and compliments are viewed as a positive interaction with the people and communities which Liberti Ltd serves. This policy applies to all staff, volunteers, members, contractors and our governing body. The board of Liberti Ltd commits to promoting a culture that values complaints and their effective resolution.

DEFINITIONS

Complaint

An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. As well as complaints being made directly to our organisation, remember that some complaints (or at least negative comments) may be made on social media.

Complaints register

Register which records in a systematic way, complaints received so that information can be easily retrieved for reporting and analysis by staff and directors.

Dispute

An unresolved complaint escalated either within or outside of our organisation.

Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

Grievance

A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

PROCEDURE

Liberti Ltd's complaints procedure has five key stages set out below.

1. Receive

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information in our complaints register.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want

- Any other relevant information, and
- Any additional support the person making a complaint requires.

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling. Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process and how to access it
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf. We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

We will ensure that information about how and where complaints may be made to or about us is accessible and ensure that our systems to manage complaints are easily understood, particularly by people who may require assistance. If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (eg. advocate, family member, legal or community representative)

2. Acknowledge

We will acknowledge receipt of each complaint promptly, and preferably within 5 working days. When appropriate we may offer an explanation or apology. Consideration will be given to the most appropriate medium (eg. email) for communicating with the person making a complaint.

Where possible, complaints will be resolved at first contact with us.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

We will address each complaint with integrity and in an equitable, objective and unbiased manner. We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about. Conflicts of interest, whether actual or perceived, will be managed

responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

We will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

3. Assess and investigate

Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if the resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

Investigating the complaint

After assessing the complaint, we will consider how to manage it. We may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and consider any statutory requirements.

4. Determine the outcome and provide reasons for the decision

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

5. Close the complaint: document and continuous improvement

Our complaints register will be kept up to date to reflect:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analysing any underlying or root causes.

Continuous Improvement

Our Liberti Ltd board will review this policy and procedure biennially and review the complaints register at least yearly. This yearly review will assist the board in being aware of all complaints made and the outcomes of each complaint, it will allow them to see any trends and any further action that may need to be taken to improve the policies and procedures of Liberti Ltd.