

Shoalhaven Community Transport Service Inc.  
Section 3 Service Delivery  
Document 3.07-1-3 Complaints Flowchart

Service User /Member of the Public/Other Service wants to make compliment, complaint or suggestion



Team member gives the following options:

- OPTION 1: To complete a Quick Compliments/Suggestion Form or the team member can do so for the Service User
  - OPTION 2: To Write a Formal complaint
- OPTION 3: To speak to the Chief Executive Officer to make a formal complaint
  - OPTION 4: To speak to the Grievance Officer on the Governance Board



Team member gives relevant information to assist Service User (e.g. a Quick Compliments/Suggestion Form, the address to write to, or takes name and number and passes onto Chief Executive Officer/Gov Body to call the Service User within 2 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

### Letter of Complaint Received

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

Chief Executive Officer conducts investigation & completes a Complaint Record Form (attaching the Service User letter)

Chief Executive Officer 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)

Chief Executive Officer contacts Service User and provides information and discusses proposed solution with Service User

Service User & Chief Executive Officer come to an agreement re: solution. Chief Executive Officer writes a letter confirming discussion, finalises Complaint Record Form and enters on Compliments, Complaints & Suggestion Register

Service User not satisfied with proposed solution or the process. Service User referred to Governance Body. Letter written to Service User confirming the conversation and informing them that the matter will be passed onto the Grievance Office who will contact the client within 4 working days

### OPTION 3

#### To speak to the Chief Executive Officer to make a formal complaint

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

Chief Executive Officer conducts an investigation

Chief Executive Officer 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)

Chief Executive Officer contacts Service User and provides information and discusses proposed solution with Service User

Service User & Chief Executive Officer come to an agreement re: solution. Chief Executive Officer writes a letter confirming discussion, finalises Complaints Record Form and enters on Compliments, Complaints & Suggestion Register

Service User not satisfied with proposed solution or the process. Service User referred to Governance Body. Letter written to Service User confirming the conversation and informing them that the matter will be passed onto the Grievance Office who will contact the client within 4 working days

## OPTION 4

### To speak to the Chairperson/Grievance Officer to make a formal complaint

Chairperson/Grievance Officer contacts the Service User to discuss the issue and asks the Service User if they have a proposed solution.

Chairperson/Grievance Officer provides Service User with information regarding how the complaint will be investigated and when the Service User can expect a response. The Chairperson/Grievance Officer thanks the Service User for the Complaint. The Chairperson/Grievance Officer records the conversation on a Complaints Record Form

Chairperson/Grievance Officer conducts an investigation ensuring familiarity with relevant operational procedures

Chairperson/Grievance Officer 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)

Chairperson/Grievance Officer contacts Service User and provides information and discusses the proposed solution with Service User

Service User & Chairperson/Grievance Officer come to an agreement re: solution. Chairperson/Grievance Officer writes a letter confirming the discussion, finalises the Complaints Record Form and enters on Compliments, Complaints & Suggestion Register

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