

Grievances and Complaints Policy and Procedure

Policy

Inclusive Sport SA Incorporated believes that appropriate avenues should be available for all its participants and their families, caregivers, and advocates, and staff / volunteers to air and resolve any grievances and complaints they may have without fear of retribution.

Inclusive Sport SA encourages participation from all parties so the matter can be managed in a fair and equitable manner.

Procedure

1. If a person has a complaint or grievance they are encouraged to have the issue resolved as soon as possible by either taking the following internal steps, or by taking the complaint to an external *advocate**.
 - 1.1 The person making the complaint must be given an opportunity to request a copy of the Member Protection Policy for further detailed information.
2. The person should discuss the issue with the staff member most directly involved with the situation ie. Co-ordinators, Recreation Assistant, or Instructor / Therapist in Charge.
 - 2.1 The Co-ordinator, Instructor, Therapist in Charge will notify the relevant Clients Service Officer or Senior Projects Manager, who will inform the Chief Executive Officer of the situation.
 - 2.2 Please note :- if the person/advocate feels this is inappropriate they are encouraged to take the complaint or grievance direct to the :-

Inclusive Sport SA Chief Executive Officer
18 Ashwin Parade
Torrensville Plaza
Phone 8152 2470
Fax 8354 1303
Email: ceo@inclusivesportsa.com.au

Alternatively

Chairman of Inclusive Sport SA
PO Box 63
Torrensville Plaza 5031

- 2.3 All complaints or grievances are taken seriously. The Chief Executive Officer will carry out initial investigations within three working days, and inform the participant who has lodged the complaint or grievance of the outcome, the action to be taken, and the time frame for response.
- 2.4 Should after two working weeks, a complaint or grievance not be satisfactorily resolved, or if you believe the Chief Executive Officer is not the appropriate person to deal with the issue, communication should be directed to the Chairman of Inclusive Sport SA.

- 3 The person making the complaint (participant / family / advocate / staff member / volunteer etc) will be given the courtesy of a private discussion (i.e. not in front of other people), without interruption, and with sufficient time to allow for the issue to be discussed, understood and if possible, resolved.
- 4 The person (including the advocate) will be informed in writing of the outcomes of their complaint.
- 5 The Chief Executive Officer will be made aware of all complaints or grievances and will ensure the process is conducted according to Inclusive Sport SA Inc policy.
- 6 The Management Board will be informed of all complaints grievances and action taken to settle complaints and grievances.
- 7 Alternatively the person making the complaint can contact the Health and Community Services Complaints Commissioner (HCSCC) on 8226 8666.
- 8 For more detailed information directly relating to this policy please refer to Inclusive Sport SA Member Protection Policy which is available from the Inclusive Sport SA Office.

“Inclusive Sport SA Incorporated respects the right of people (and their families / carers) who use its services, or who are employed by (or volunteer for) Inclusive Sport SA, to express and have a fair opportunity to resolve any grievance concerning the services provided. All parties should be aware of and have access to an established and effective procedure for raising complaints and grievances”.

Advocate*

Inclusive Sport SA has an Advocate Policy, please inform Inclusive Sport SA Inc if you require a copy of this Policy.

POLICY REVIEW

This Policy is to be reviewed on or before December 2015

SIGNED _____ Chairman

SIGNED _____ Chief Executive Officer DATE: 11 December 2014