

NORTHERN QUEENSLAND PRIMARY HEALTH NETWORK



Integrated Management System

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| Complaints management policy | Doc No.: CORP-PLY018 | Version: 1.0 |
| Category: Corporate | Owner: CEO | Authorizer: CEO |

1 PURPOSE

This policy has been developed to clearly articulate how complaints received from external stakeholders regarding services provided by North Queensland Primary Health Network (NQPHN) will be managed.

2 TERMS AND DEFINITIONS

| Term | Definition |
|------------------|---|
| Complaint | A statement that something is unsatisfactory or unacceptable; a reason for dissatisfaction, the expression of dissatisfaction. |
| Worker | A person carrying out work in any capacity for a person conducting a business or undertaking, including as an employee, contractor, sub-contractor, employee of a contractor, sub-contractor or labour hire company, or any person in a volunteer or training/ work experience capacity |

3 SCOPE

This policy applies to all staff of NQPHN and anyone employed as a Worker, and to the management of all complaints received by NQPHN.

4 POLICY

The PHN Program Complaints Policy requires that each PHN shall have its own robust complaints handling policies and procedures in place and published on their website, with appropriate links included for easy access.

PHNs have complaints handling obligations under the *Corporations Act* (2001) and the *ACNC Act*.

4.1 THE CHIEF EXECUTIVE OFFICER WILL:

- ensure that sufficient resources are applied to the management of complaints; and
- ensure that all complaints practices, policies, procedures and systems comply with legislation and best practice, and are reviewed, communicated and are relevant and appropriate to NQPHN;
- ensure that NQPHN complaints management policies and procedures fulfil NQPHN obligations under the provisions of the *Corporations Act*, the *ACNC Act*, the PHN Program Complaints policy, the *Privacy Act* and other relevant legislation.

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4.2 NQPHN WILL:

- Ensure that a mechanism for making complaints is available to all stakeholders;
- ensure to the best of its ability that no negative consequences or retribution occurs for complainants;
- ensure that a copy of NQPHN's Complaints Management Procedure is made available on its website;
- investigate all complaints in accordance with this the NQPHN Complaints Management Procedure;
- report quarterly to the Finance, Audit and Risk Management (FARM) Committee on the status of complaints, in the interests of enabling root cause analysis and continuous improvement;
- ensure access to support necessary to enable lodging a complaint, including but not limited to advocates, interpreters and communication aids.

5 ADHERENCE

All Workers are responsible for complying with this policy. There is a range of consequences for breaches of this policy, and appropriate disciplinary action will be taken in accordance with HR-PR08 *Managing Unsatisfactory Performance Procedure*.

6 MANAGEMENT APPROVAL

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Approval Date: **01-Jun-19**

Review Date: **01-Jun-21**

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