

Julia Farr group



POLICY

Policy Number	A6.2
Policy Title	Complaints
Policy Classification	Feedback, Planning and Improvement

1. PURPOSE

The purpose of this policy is to:

- Ensure the existence of a procedure through which customers, supporters, members of the community and our people can communicate any complaints regarding Julia Farr group's functioning or operations.
- Enable Julia Farr group to benefit from all complaints through ensuring that they are recorded, considered, resolved and monitored.
- Establish the principles that are to govern Julia Farr group's response to complaints.
- Ensure that all staff are aware of the content of this policy and underlying procedures.

2. SCOPE

This policy relates to all Julia Farr group staff, relating to all complaints received from external parties.

3. DEFINITION

'Julia Farr group' refers to Julia Farr Association (trading as JFA Purple Orange), Julia Farr Housing Association (trading as inhousing and including Stretchy Tech) and the Julia Farr MS McLeod Benevolent Fund, and any and all auspiced arrangements involving employees and office of entities within the Julia Farr group.

4. PRINCIPLES

The following principles will guide the Julia Farr group's development of this policy, to the extent that is reasonable and practical:

- Julia Farr group meets its obligations as a good socially minded organisation.
- Julia Farr group meets statutory and regulatory standards.
- Julia Farr group will do everything it can to ensure people living with disability are safe and treated fairly and respectfully.
- Julia Farr group is committed to conducting business and delivering services in a fair, transparent, accountable and impartial manner.
- Julia Farr group is committed to the wellbeing, inclusion, safety and quality of life of people living with disability.
- Julia Farr group is committed to upholding people's privacy and confidentiality, including that of persons or organisations named by a complainant.

Julia Farr group



5. POLICY

Julia Farr group welcome complaints from people living with disability, their families, their supporters and other people with an interest in our work.

- We see complaints as an opportunity to improve what we do.
- We aim to make it as easy as possible for people to get their complaints to us and will support people to do this.
- We respond without undue delay and aim to resolve complaints as quickly as possible.
- We demonstrate that we have made any agreed changes.
- We respect people's right to confidentiality throughout the process. In addition to respecting the complainant's confidentiality, this means the complainant is not permitted to access the private and confidential information of another person or organisation.
- People making a complaint will not be treated differently as a result of doing so.
- There are no fees or charges associated with making a complaint to the Julia Farr group.
- Where possible, there will be continuity of staff dealing with the complaint.
- We follow up with people on their experience with our complaints system.
- Termination of a service is not in itself a complaint unless it is accompanied by a complaint.

6. ROLES AND RESPONSIBILITIES

Position	Role and Responsibility
Workers	All workers working for Julia Farr group have a responsibility to ensure compliance with this policy and to report breaches.
Managers	To take appropriate action to resolve breaches in a timely manner.

7. RELATED POLICIES

[Privacy Policy](#)

[Disclosure of Abuse and Neglect Policy](#)

[Accident, Injury, Incident, Hazard Reporting and Investigation Policy and Procedure](#)

[Confidentiality Procedure](#)


[Complaints Procedure](#)

Julia Farr group



8. CHANGE HISTORY

Version	Effective Date	Significant Changes	Custodian
V1.0	15 April 2015	Formatted onto current template	Administration
V2.0	20 January 2020	Formatted, reviewed and amendments made	Cat Morgan
V2.1	13 November 2020	Amendments to text	Robbi Williams

	NAME	TITLE	SIGNATURE	DATE
Author	Geoff Barber	Chief Operating Officer		13 November 2020
Authoriser	Robbi Williams	Chief Executive Officer		13 November 2020

Effective Date:	13 November 2020
Review Date:	13 November 2022