



Asbestos Disease
Support Society

Complaints Policy

This policy outlines the steps that are to be taken should a member of the ADSS community wish to raise a concern or lodge a formal complaint.

ADSS aims to provide a high quality and timely service to our community. Should anyone in our community have concerns about ADSS or our services we would like to hear about them as soon as possible in order that the issues can be addressed in a timely way.

Should a member of our community wish to lodge a formal complaint about any aspect of our service, the matter will be taken extremely seriously. We aim to satisfy our supporters, volunteers and clients and to respond to any problems as quickly as possible.

Why should I complain?

The public has the right to expect the very highest standards from ADSS. You should complain if you do not consider we are meeting these standards or if you are not satisfied with any aspect of our service.

How should I complain?

Many complaints are best discussed locally with the individual concerned. However, if the complaint cannot be answered to your satisfaction, please phone or write to our Chief Executive Officer.

The Chief Executive Officer will take the details of your complaint and arrange for an investigation to take place.

Should the matter involve the Chief Executive officer then the Board Chair or another Director should be contacted.

A complaint can be made verbally, by email or by mail. The complainant shall receive acknowledgement upon receipt of any complaint.

We will endeavour to provide you with a detailed response to your complaint within 10 working days.

Investigation:

Should a complaint be made relating to an individual, particularised details of the complaint shall be recorded. The principles of Natural Justice shall apply and the respondent shall have the opportunity to see the complaint and provide a response.

Should the complaint relate to our Service providers the same process will apply.

Advocates or Support Person

ADSS welcomes the complainant utilising an advocate or support person to assist them raise their issues with ADSS.



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ADSS Response

Should a member of our Community lodge a complaint or raise a concern with ADSS they should receive a formal response. However, from time to time the member may not be happy or accepting of the response. Should this occur and the matter is unable to be resolved, then a representative from ADSS will be made available to attend a mediation session with the complainant.

All matters raised and their outcome shall be reported to the Board of Directors.

Other Avenues:

Queensland – Office of the Health Ombudsman

Northern Territory – Health and Community Services Complaints Commission

New South Wales – NSW Government Health Care Complaints Commission

Records:

A record of complaints must be kept and filed in the records management system. Complaints will be reported to the Board of Directors at a Board meeting. The privacy of the people involved shall be maintained always.

Access:

This procedure shall be displayed on the ADSS Web site and incorporated into other relevant member publications.

Amended 14 April 2017