



breast cancer
care wa

Complaints Policy & Procedure

Breast Cancer Care WA will ensure that everyone has access to fair and timely resolution of complaints.

What are complaints?

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or employee conduct.

Why is this policy needed?

To ensure individuals know their rights, responsibilities, and the procedures to use when expressing, lodging, or dealing with a complaint regarding the organisation.

Whom does it affect?

All Breast Cancer Care WA stakeholders.

Expected Result/Outcome

This policy will:

- Ensure that an individual's right to express a complaint is upheld and respected
- Ensure that individuals know how they can make complaints
- Assist the organisation to resolve individual complaints.
- Focus on continuous improvement of Breast Cancer Care WA services, policies and practices.
- Ensure that no victimisation or discriminatory practices occur in the handling of complaints eg: reduction or withdrawal of services.
- Ensure that where appropriate, all information in relation to the complaint is kept confidential.

POLICY

Breast Cancer Care WA's goal is to provide the highest quality services to its clients and their families. We will do all we can to facilitate open communication, participation, problem solving and respect amongst all involved. There may be times when a person is unhappy about an aspect of the organisation's services. Breast Cancer Care WA relies on individuals to assist us, by bringing these matters to our attention.

Individuals may be unhappy about a situation which affects their rights; the actions of Breast Cancer Care WA employees; all or part of a service received; or a practice, procedure or policy.

When a person expresses a concern about the organisation, either formally or informally, it will be treated sensitively, having due regard to procedural fairness, confidentiality, and privacy.

Breast Cancer Care WA is committed to ensuring that:

- All persons connected with the organisation are aware of their right to complain and how to do it.
- Complaints are handled quickly.
- Where appropriate, all information will be treated confidentially.
- Complaints will be resolved by a process of discussion, cooperation, and conciliation.
- Complaints are investigated in a fair, impartial and non-judgemental manner
- No person is victimised or discriminated against because they make or are involved in a complaint. The complaints handling mechanism will be monitored to prevent such practices from occurring.
- Both the individual making the complaint (the complainant) and the person against whom the complaint is made (the respondent) receive appropriate information, support, and assistance in resolving the complaint.
- Breast Cancer Care WA is also committed to internal review and continuous improvement of its work practices.

PROCEDURE

Who can make a complaint?

Anyone can make a complaint to Breast Cancer Care WA. You do not have to be receiving services from us and you may make a complaint on behalf of someone else.

Any complaints received anonymously will be investigated as far as possible.

If a member of Breast Cancer Care WA staff wishes to make a complaint, they should refer to the grievance process outlined in the Employee HR Portal.

How can a complaint be made?

Where possible, the complainant should in the first instance try to resolve their complaint when and where it occurs, directly with the person/s or service concerned. If it is not possible to address the issue straightaway, or the complainant does not feel comfortable doing this, they may put their complaint in writing, by email, telephone or in person. The person making the complaint should be asked to identify as clearly as possible:

- the issue;
- when and where it occurred;
- whether anything has been done to correct the issue;
- and what is their desired outcome.

What support is offered to the complainant?

The complainant can always expect to be supported by Breast Cancer Care WA. Every attempt must be made to ensure that all information in relation to a complaint is kept confidential. However, in some cases this might not be possible (e.g: criminal offences or serious misconduct).

What happens once a complaint has been made?

The member of staff handling the complaint will:

- Set time limits for a response to be given and keep the complainant and respondent informed of all developments;
- Collect required information;
- Reach an acceptable resolution;
- Document any actions and decision/s;
- Conduct a review to see what lessons can be learnt, what changes can be made, to avoid future complaints of this kind.

When will I receive a response to my complaint?

Prompt attention to and follow up of complaints is the best way of ensuring their resolution. The person making the complaint can expect that they will be contacted within five (5) working days and that subsequent follow up will be timely.

In the case of a work health and safety issue or duty of care concern, immediate action will be taken.

All complaints lodged, will be followed up, documented and their outcome monitored.

We endeavour to have all matters resolved within ten (10) working days.

What happens if I am not happy with the outcome of my complaint?

If you are not happy with the outcome of the complaint, you can ask us to review how the complaint was dealt with. This review may or may not alter the final decision regarding the complaint.

STAFF RIGHTS & RESPONSIBILITIES

Breast Cancer Care WA expects all staff members to handle complaints and disputes in a fair, timely and effective manner. They should be prepared to provide a prompt explanation and sincere apology when a person is unhappy with any aspect of the organisation's operations.

COMPLAINTS REGISTER

A Complaints Register will identify the following:

- Description
- Actions taken
- Stakeholders
- Date complaint resolved
- Any policy or procedural action needed



Max Clarke

Chief Executive Officer

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