

Complaints policy

Policy Objective

To ensure that Karinya deals with complaints by Clients, Workers or other persons effectively and fairly.

Scope

This policy applies to all of Karinya's activities, business locations and communications.

Definitions (see also Glossary)

Complaint

A complaint is a statement that something concerning the services and activities provided by Karinya is unsatisfactory or unacceptable. The statement may be formal or informal, written or verbal. It excludes grievances raised by Workers, which are addressed under the Workers' Grievances Policy.

Workers

Employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, interns and volunteers.

Policy Statement

1. Karinya's complaints procedures will be readily available at all business locations and on the Karinya website.
2. Complaints will be dealt with fairly and all parties involved will be treated with respect.
3. Complainants will be given assistance to make their complaint, if needed.
4. Complaints will be addressed quickly and confidentially whilst ensuring that the complaint can be properly considered and actioned, reflecting Karinya's duty of care to both the Client and the Worker.
5. Complaints should be resolved at the lowest practical level and by the Worker concerned as far as possible.
6. Complaints will be recorded. A summary of numbers and themes will be reported monthly to the Committee whilst ensuring confidentiality.
7. Where Karinya provides services with other entities (e.g. Employee Assistance Programs), Karinya will agree at the outset how complaints will be handled consistent with Karinya's professional standards and duty of care.
8. Complaints relating to criminal matters will be referred immediately to the police for investigation.