



Assistive Technology Mentors Association

Grievances

Principles

1. Members and the public are entitled to expect quality services that:
 - Support their and encourage their professional lives
 - Are responsive to their needs;
 - Treat them fairly;
 - Respect their rights to privacy;
 - Are courteous, timely and accessible.
2. Any person or organisation using ATMA member services or are affected by its decisions, have the right to have their complaints heard and acted upon, without fear of retribution.
3. A positive and effective complaints handling mechanism is important to the integrity and reputation of an organisation.
4. Complaints provide valuable feedback on consumer satisfaction and should be viewed as a type of performance indicator.

Policy

It is the ATMA policy to respect the rights of individuals to complain if they are dissatisfied, and to have their grievance attended to promptly, without fear of retribution. Procedures for handling grievances are freely available to all concerned.

Objectives

1. Prompt, positive response to grievances.
2. Effective complaints management.
3. Demonstrated commitment to continual improvement and delivery of quality services.

Definition

A complaint is a dissatisfaction expressed by an interested party about an aspect of the ATMA. This includes situations where people wish to express their dissatisfaction through formal channels, as well as concerns that are raised informally e.g. where there is a verbal indication that interaction has been unsatisfactory, but not expressed as a complaint.

Procedures

1. The ATMA has clearly established guidelines for investigating and conciliating complaints that recognise the person's rights to privacy and confidentiality.

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2. All committee members are aware of the process for responding to consumer complaints, and operate accordingly.
3. The ATMA grievance procedure is publicised for the information of service members and others.
4. Clear explanations are given regarding the reasons for decisions, and people affected by such decisions are entitled to verbal or written advice in this regard.
5. Complaints can be made by the person themselves, an advocate or by an interested party (provided the person concerned has the consumer's authority to act on their behalf).
6. ATMA will provide information on external review or appeal mechanisms.
7. A confidential record is maintained of all complaints, including outcome and follow up. Outcomes are communicated in writing to the complainant.
8. A separate register is kept which contains a brief overview of all complaints, indicating the date, concern, and whether the issue was satisfactorily resolved. The register provides a centralised mechanism for scrutiny and review, and helps in identifying systemic problems. It does not contain any personal details, is password protected, and consumers are made aware of the register and its purpose upon initial complaint.
9. If, as an outcome of the complaints process, ATMA is found to be at fault, necessary steps are taken to avoid a recurrence of the problem.
10. If the complaint concerns the actions of a member in their role as an ATM, this will be discussed with the member concerned and action to rectify if fault is found.
11. The grievance procedures outlined do not apply in situations where the ATMA is legally required to report the matter to another authority eg Police
12. Policy and procedures for consumer grievances are reviewed every two years with consumers and staff. This process can be brought forward if required.

Procedures for resolving consumer grievances

1. People have the option of making a complaint or suggestion for improvement anonymously. If the consumer identifies themselves, with contact details, they will be contacted by the delegated committee member.
2. If possible, the complaint/grievance is initially dealt with by discussion between the delegated member/s, consumer/s and others involved.

3. Any person raising a complaint with ATMA can nominate an alternate committee delegate member within the ATMA committee who will act as their key contact during the handling
4. If the issue cannot be resolved to the complainant's satisfaction, or if the complainant prefers, the matter can be taken further and discussed with the President ATMA or the CEO ATA.
5. In instances where it is not possible to ensure objectivity, the complaint should be directed immediately to the CEO ATA.
6. If (for any reason) the consumer prefers not to provide a written account, the complaint is still taken seriously and pursued accordingly.
7. If a complain relates directly to the actions of a member, that member shall be given adequate opportunity to respond to the complaint in confidence.
8. Regardless of whether the complainant wishes for their complaint to be presented in writing or not, the ATMA delegate is responsible for filing a Complaint Report and Action Record and to store it securely
 - the date the complaint was made;
 - the name, address and telephone number of the complainant;
 - the name of the s-person who received the complaint;
 - the nature of the complaint;
 - the name of person, or persons, who were the subject of the complaint;
 - action taken;
 - details of the findings;
 - the date and manner by which the complainant was informed of the outcome;
 - follow-up required.
8. In situations where a serious problem exists that cannot be resolved with by the ATMA, consumers can request their grievance be referred to an external complaint handling agency, within their state jurisdiction, for example:

For disability:
NSW Ombudsman
<https://www.ombo.nsw.gov.au/what-we-do/our-work/community-and-disability-services> or contact 02 9286 1000 / 1800 451 524.

For older people:
Aged Care Complaints Scheme
<https://agedcarecomplaints.govspace.gov.au/> or contact 1800 550 552.
9. Ultimately consumers can approach the Board ATMA directly, if they remain dissatisfied.
10. As part of the process the CEO ATA is informed of any complaint.
11. A brief summary of all complaints (date, subject and outcome) is also recorded separately on the Grievance Register. This provides a mechanism for properly monitoring complaints and identifying trends and/or recurring problems.

12. Interpreters are made available in instances where there is a verbal or sensory barrier to communication between the complainant and the ATMA.

13. Confidentiality is maintained at all times, at whatever level grievances are dealt with.

14. All complaints/grievances/disputes are followed up within a timeframe agreed to by all parties.

Related Documents

Authorising Officer

Name: _____ Signature: _____

Position: _____ Date Authorised: _____