

Statement of Complaints Management.

Livable Limited is committed to ensuring that any person or organisation using Livable's services or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation. All concerns that are raised will be addressed in ways that ensure access and equity, fairness, accountability, and transparency.

Livable will provide a complaints and appeals management procedure that:

- allows any person to make a complaint or provide feedback
- facilitates complaints by cultivating a supportive environment in which they can be made
- is simple, accessible, and easy to use
- is effectively communicated and promoted to all customers and stakeholders
- is proportionate to the size of the organisation and the services it provides
- ensures complaints or appeals are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice complies with legislative requirements

Definitions

Complaint: is an expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.

Complainant: is an employee, customer, advocate, entity or member of the public who expresses their dissatisfaction about an organisation to either the organisation itself or an external body.

Escalation: is the process of reporting complaints to an external body if the complainant is not satisfied with the outcome of their complaint.

Principles

Livable will:

- ensure that all customers, and their families, carers and advocates are encouraged and supported to raise any concerns they have about the service or organisation
- consider all complaints it receives regardless of whether or not the complainant is a customer of the organisation
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant

- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- ensure support and advocacy is available to customers who make a complaint and require support
- customers, families, and advocates have access to the organisation's complaints management policy
- deal with all complaints in a timely manner, and aim to provide a formal response to the complainant within 5 working days of the complaint being received
- keep parties to the complaint appropriately involved and informed of progress of the complaint
- ensure that employees, volunteers, and contractors are provided information about the complaints procedure and are aware of procedures for managing customer feedback and complaints
- ensure all service users and stakeholders are aware of the complaints policy and procedures
- ensure that all complainants are aware of and understand how to escalate their complaint to the relevant external body
- ensure that a complainant is not penalised in any way or prevented from use of services during the progress of an issue
- Ensure that a complainant and or advocate is in no way treated unfairly or unjustly because they have submitted a complaint
- Ensure that all complaints are investigated free from bias or conflict of interest (e.g., any party subject to a complaint shall be excluded from its investigation)
- ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements
- review and evaluate the accessibility and effectiveness of the complaints management system and continually improve its processes