

**DOB ENTERPRISES PTY LTD**

**DOB Grievance, Feedback and  
Complaints Management Policy  
IMS-509-02-POL**

## Revision History

Date	Rev	Modified By	Changes Made, Review History	Reviewed by	Approved by
19.02.19	0	Sunette Opperman	Creation	S Rupert	S Rupert
26.08.2021	1	E Crepaz	Add additional information for Nursing	S Rupert	S Rupert
24.02.2022	2	Sunette Opperman	Inclusion of investigation timeframes	S Rupert	S Rupert



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## Purpose

The purpose of this Policy is to ensure that a transparent environment exists within DOB Enterprises Pty Ltd (DOB) t/a MBC Recruitment, Macquarie Labour Hire, Watchout Training and Traffic Control, and MBC Nursing Agency, with regard external and internal grievance, feedback and complaints management.

This Policy constitutes the provision of notice to Employees of DOB's grievance, feedback and complaints management Policy and Procedure

## Scope

This policy applies to all employees, consultants, contractors, clients, and volunteers on DOB premises, in DOB vehicles, on client premises and in client vehicles.

## Application and compliance

This Policy applies to all Employees, contractors, clients, and consultants of DOB.

DOB may take disciplinary action, up to and including termination of employment, for any breach of this Policy.

This Policy should be read in conjunction with **all** DOB policies and the Feedback Complaints Procedure (IMS-322-PRO)

DOB reserves the right to vary, replace or terminate any of their policies from time to time.

## Policy

External Feedback and Complaints:

DOB provides services to many facets of the community. We expect that we will receive feedback on our workers and our services from time to time.

Members of the public may provide feedback and make complaints in writing/email, in person, or via the phone.

DOB may ask members of the public to provide specific information about the feedback, such as:

- Date
- Time
- Location
- Who was providing the service
- What service was being provided
- What happened
- Is there anything we can do differently?
- The name, phone number, and address of the person providing the feedback.

DOB specifically requests this information so that we can improve our services and share the feedback with our employees. It is not necessary for the member of the public to identify themselves, although it may help us to improve services in many cases. For example, DOB may request a phone number of a person who is providing feedback so that we can follow up with the person or ask more questions if they become necessary.



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When a member of the public wishes to provide feedback, DOB employees should be calm, respectful, and ask appropriate questions. The information should be filled out on a feedback form and supplied to the IMSR as soon as possible.

If the feedback involves a complaint about a worker, the IMSR will assess the complaint and may allocate it for further investigation and assessment.

#### Internal Feedback and Complaints:

DOB welcomes feedback from its staff, employees, contractors, clients, and other workplace participants.

Workers are encouraged to provide this feedback with a constructive tone to help DOB improve its services.

Feedback may involve other policies and procedures, such as the Sexual Harassment Policy, Discrimination Policy, or Drug & Alcohol Policy.

Workers should first raise their feedback with their direct manager. Where the feedback is about a direct manager and the worker is not comfortable raising these issues with the manager, the worker may raise the issues with the Director.

Workers may provide feedback verbally or in writing. Workers do not have to identify themselves when providing feedback, but providing identifying details such as their name, phone number, and position within the company may assist DOB in handling the feedback.

#### Internal Grievances

DOB has a formal grievance procedure, which operates as follows:

- Any grievance must first be submitted orally or in writing to the workers immediate supervisor/team leader. The worker should submit the grievance personally but may ask a fellow worker or support person to appear with him/her.
- A grievance should state:
  - A problem the worker is experiencing
  - Who or what is contributing to the problem
  - Why they feel this is a problem
  - What the worker would like to see happen to have their problem addressed
- If the grievance was not written out by the worker, it should be written by the manager for permanent record. The supervisor/team leader and the worker must sign grievances.
- The supervisor/s or team leaders will attempt to resolve the problem and must respond in writing within two working days describing the steps taken to correct the problem.
- If necessary, the supervisor/team leaders may ask other parties who are involved in the grievance for any contributions they may have.
- If the supervisor/team leader will not be able to resolve the problem within two working days for reasons beyond their control, they must advise the worker of this in writing as well. They should also provide an updated timeline for the worker so the worker knows what to expect.
- If the grievance cannot be addressed and resolved by this action, the supervisor/team leader shall immediately notify the Director.



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- Where the grievance is against a worker's direct manager, they may raise the concern directly with their manager or with the Director.
  - The Director shall investigate the grievance and, if possible, implement actions aimed at rectifying the grievance. Where a matter is referred to the Director, the Director shall raise a report of the matter detailing the grievance and the action taken to resolve the issue.
  - The Director shall notify the worker of the outcome of their grievance in a timely manner (preferably within five working days of the referral of the complaint to the director).
  - If the grievance is against the Director, the grievance is forwarded to the Fair Work Ombudsmen Australia or the Australian Human Rights Commission.

**Process:**

General Evaluation

We must take a positive attitude to the engagement of clients, candidates, staff members and other members of the public, to ensure that the services we offer complement our skills, services, business strategies and overall core values.

DOB places customer satisfaction as a high priority. If feedback or complaint is received against the organisation, there a number of steps that need to be followed

Receiving Feedback / Complaint

Feedback or complaints need to be taken seriously and dealt with appropriately. It can be received via email, phone call, walk in or many other ways. Feedback can be both positive or negative.

Listen carefully to the person giving the feedback. Take notes on a customer feedback form. If they are emotional some facts may be difficult to ascertain correctly and objectively. Ensure you take down all the correct information.

Escalating /Reporting


If the feedback is about a staff member or client, refer the matter IMSR immediately. Do not ask for further details as IMSR will be responsible for this. All feedback/Complaints must be reported to IMSR on a feedback form if verbal. All emails must be forwarded to IMSR. The IMSR will allocate the complaint to appropriate person for processing. If lodging a complaint about a client or internal staff on behalf of self, a choice can be made to report directly to Director, IMSR or Internal Staff management.

Closing off /Resolving

All feedback and complaints must be reported to IMSR. Management will decide on resolution if required or follow up. Where a number of complaints about the same issue are received, the IMSR or Management will create a CI form and develop a plan to address the issue. The IMSR and Management will review all feedback and make the decision whether a CI needs to be raised to address the issue.

Internal complaints are handled with confidentiality and full respect to all parties involved. The complainant has the right to anonymity and will receive a report on resolution. Both parties will receive equal opportunity to respond formally; will be treated fairly and efficiently.

Nursing Complaints have a dedicated MBC Nursing feedback form that can be completed and returned to our office. This will be escalated to the General Nursing Manager and the Director.

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You have a concern or complaint about the quality or safety of services provided, you can also make a complaint to the NDIS commissioner.

### Investigation timeframes :

Depending on the severity of the incident, the investigation can take up 4 weeks or more. DOB Enterprises Pty Ltd will conduct a thorough and fair investigation and will do so in a timely manner.

#### More information:

- How to make a complaint.
  - <https://www.ndiscommission.gov.au/document/806>
- Make a complaint (Complaint Contact Form).
  - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>
- NDIS Complaints Management and Resolution; Rules 2018
  - <https://www.legislation.gov.au/Details/F2018L00634>
- How to make a complaint about a provider
  - <https://www.ndiscommission.gov.au/about/complaints>
- Compliance and Enforcement Policy V2.0 – June 2019
  - <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/compliance-and-enforcement-policy-v2-june-2019-word.pdf>
- NDIS Complaints management
  - <https://www.ndiscommission.gov.au/providers/complaints-management>



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