



2.2 Complaints and Feedback Procedure for Members

Redcliffe Community Bus for Disabled and Aged Inc.(RCB) is committed to providing an accessible process to enable members, their families and representatives, visitors, staff and volunteers to provide feedback or raise a complaint about any aspect of our service or the operation of our facilities. We will:

- ensure the feedback and complaints process is made known to and is accessible by all members and their representatives
- make all reasonable efforts to understand issues and resolve complaints in a timely and efficient manner as this fosters a cooperative relationship
- adopt a positive approach to resolving complaints and aim to improve the quality of service
- provide members with an avenue for review of any decisions or responses made in relation to their complaint
- advise and assist members to access relevant external complaint resolution mechanisms e.g. Aged Care Quality and Safety Commission (ACQSC), Aged and Disability Advocacy Australia (ADA Australia)
- provide the complainant with a formal response within 14 days of receipt of a complaint

Privacy

- All information related to complaints will be kept confidential amongst the staff concerned with the complaint resolution
- Complaint documentation will be kept in a safe, locked place accessible only to the staff handling the complaint
- Statistics on types of feedback and complaints may be recorded and used to inform ongoing improvement activities within the service. For this purpose, feedback and complaint information may be disseminated to Management Committee and other staff, however the identity of the persons providing feedback or making complaints will not be disclosed

Complaints

- On joining RCB, new members will be provided with information about the feedback and complaints procedure in the welcome pack.
- Every effort will be made by staff to resolve complaints when they are raised; the person receiving the complaint will try and resolve it. If this is not possible the complaint will be passed on to the appropriate person to handle.
- Responsibility for complaints investigation; complaints related to RCB will be investigated by the Business Manager, except complaints related to driving which will be investigated by the Transport Coordinator who will report findings to the Business Manager. Complaints related to the Business Manager will be investigated by the President.
- The Business Manager may elect to utilise an external consultant to conduct the investigation if the Business Manager believes that it is in the best interests of all parties involved, including RCB, to do so.
- The Business Manager will be responsible for investigating any complaints made to RCB, in conjunction with the President where necessary. Complaints related to drivers will be investigated by the Transport Coordinator.



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- The Business Manager will contact the complainant within 2 working days of receiving a complaint to acknowledge receipt of the complaint and advise the process to be followed.
- Complaints of a criminal nature will be immediately reported to the police by the relevant manager or President

Open Disclosure

- We will acknowledge the concerns of a complainant and provide a sincere apology or an expression of regret for any harm or grievance caused. This will be done as early as is possible from the complaint being made known, and even if nobody is at fault. The Business Manager will do this, even if it has already been done, when contacting the complainant to acknowledge receipt of the complaint
- We will communicate with the complainant openly and regularly whilst the complaint is investigated
- Where appropriate, we will actively involve the complainant in resolving the issue
- We will talk with the complainant once a resolution has been reached to make sure they are satisfied with the outcome of their complaint.

Follow Up

- We will respond to the complainant with findings and a resolution within 14 days of the complaint being received

Decision Review

- If the complainant is not happy with the outcome of RCB's investigation and proposed resolution, the complainant can ask the Management Committee to review the decision within 28 days of the complaint being received.
- If the complaint remains unresolved, we will assist the complainant in accessing external complaint resolution mechanisms, including lodging a complaint with the ACQSC. The complainant can pursue this avenue at any time throughout the process
- Leaflets and a poster providing information about ACQSC and ADA Australia are available for members in the RCB office and information is provided via the newsletter.

Feedback

- Feedback forms are available on all buses and in the RCB office. These can be completed and left in the folder on the bus, returned by mail or in person to the office. Members are also invited to email the RCB office or telephone to provide feedback.
- RCB staff on the bus will collect any completed feedback forms from the bus folder and these will be taken to the RCB office for review by the Client Services Officer
- Client Services Officer will review feedback and action as necessary, and in conjunction with the Business Manager if required
- Business Manager to contact the complainant to advise the outcome of any feedback if the complainant has requested this happens
- Members are reminded via the newsletter that we value their feedback and will be advised of the outcome of any feedback received