



**POLICIES & PROCEDURES**  
**Complaints Procedure**  
**(EMPLOYEES)**

No: PP:ADM:03

Date: 26/3/04

Revision No: 4  
 Date: 8/04/2009

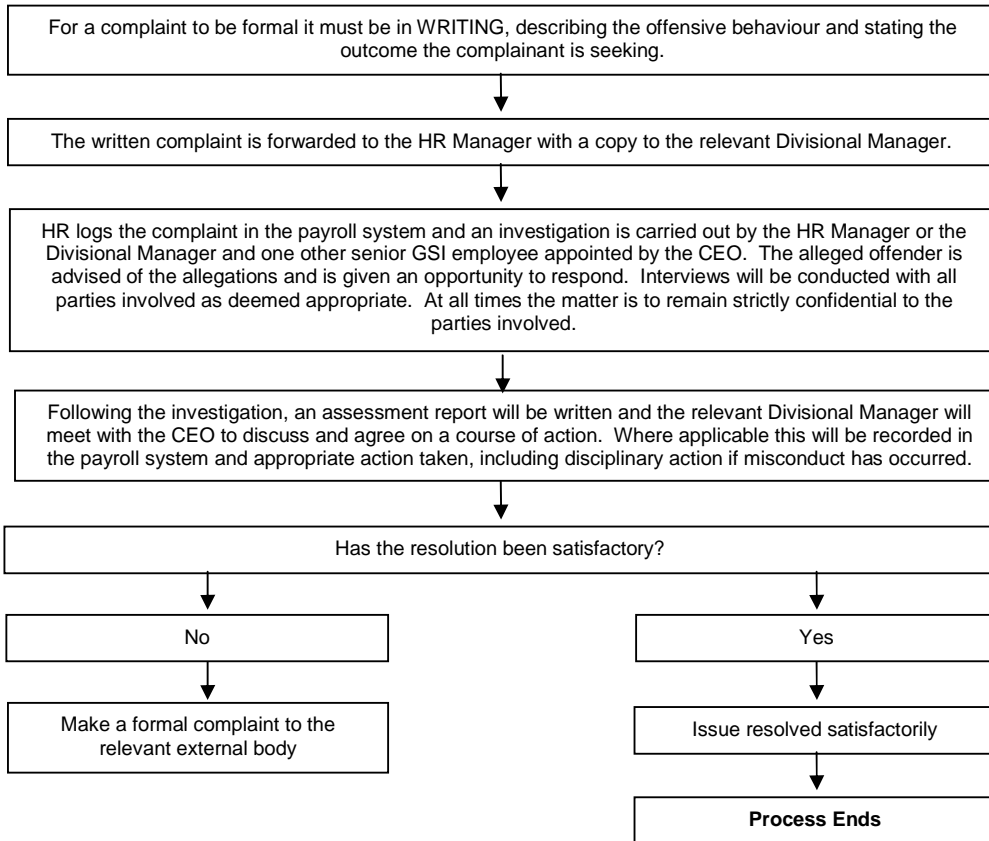
<b>Purpose / Policy</b>	<p>Good Samaritan Industries is committed to addressing employee complaints in an expeditious and professional manner.</p> <p>Where an employee feels they are being treated inappropriately, they are entitled to lodge a complaint free from fear of retribution and the complaint will be responded to courteously and given priority to resolve.</p>
<b>Standards Referenced</b>	Std 7 KPI's 7.1, 7.2 and 7.3

**PROCEDURE**

		Resp.
<b>1.</b>	<b>Types of Complaints</b>	
	<ul style="list-style-type: none"> <li>• Discrimination (EEO)</li> <li>• Harassment (sexual)</li> <li>• Occupational Health and Safety</li> <li>• Workplace Bullying</li> </ul> <ul style="list-style-type: none"> <li>• Privacy</li> <li>• Criminal or corrupt behaviour</li> <li>• Employment conditions</li> </ul>	
<b>2.</b>	<b>PROCEDURE</b>	
	<p><b>Informal Complaints Procedure</b></p> <p>Before initiating a formal complaint, all employees of GSI are encouraged in the first instance to attempt to resolve the complaint directly with the person(s) concerned using the informal complaints procedure. The process for this is as follows:</p> <div style="text-align: center;"> <pre> graph TD     Q1[Are you able to approach the individual concerned about the issue?] -- No --&gt; A[Seek support from a Company Rep]     Q1 -- Yes --&gt; B[Approach the person concerned. Tell them the behaviour offends and you want it to stop]     A --&gt; Q2[Did the behaviour stop?]     B --&gt; Q2     Q2 -- No --&gt; C[Consider a formal complaint]     Q2 -- Yes --&gt; D[PROCESS ENDS]     C --&gt; E[If you wish to proceed with a formal complaint, use the procedures in the next table]           </pre> </div> <p>Should this not resolve the matter, or where an employee prefers to formalise the complaint, the complaint must be made in writing and the following steps should be taken.</p>	

**POLICIES & PROCEDURES**  
**Complaints Procedure**  
**(EMPLOYEES)**

**Formal Complaint Procedure**



**External Process**

Formal external complaints should be directed to the following agencies:

- Discrimination and Harassment, Bullying ..... Equal Opportunity Commission
- Occupational Health & Safety ..... WorkSafe
- Open Employment – Service Delivery)..... DEEWR/Complaints Resolution  
Business Services – Service Delivery) & Referral Service
- Criminal, corrupt behaviour ..... WA Police
- Privacy..... DEEWR/FaHCSIA
- Employment Conditions ..... Relevant Union(s)
- Discrimination ..... Ethnic Disability Advocacy Centre

For full agency details contact the HR Manager

Authorised: .....

CEO



**POLICIES & PROCEDURES**  
**Complaints Procedure**  
**(CLIENTS)**

No: PP:ADM:03

Date: 26/3/04

Revision No: 4

Date: 23/03/2009

**Purpose / Policy**

Good Samaritan Industries is committed to addressing client complaints in an expeditious and professional manner. If clients are unhappy with GSI's service, they have the right to question or complain about:

- Contact with staff
- Access to services
- The standard of service received; and
- The information provided

**Standards Referenced**

Std 7 KPI's 7.1, 7.2 and 7.3

**ASSOCIATED DOCUMENTS**

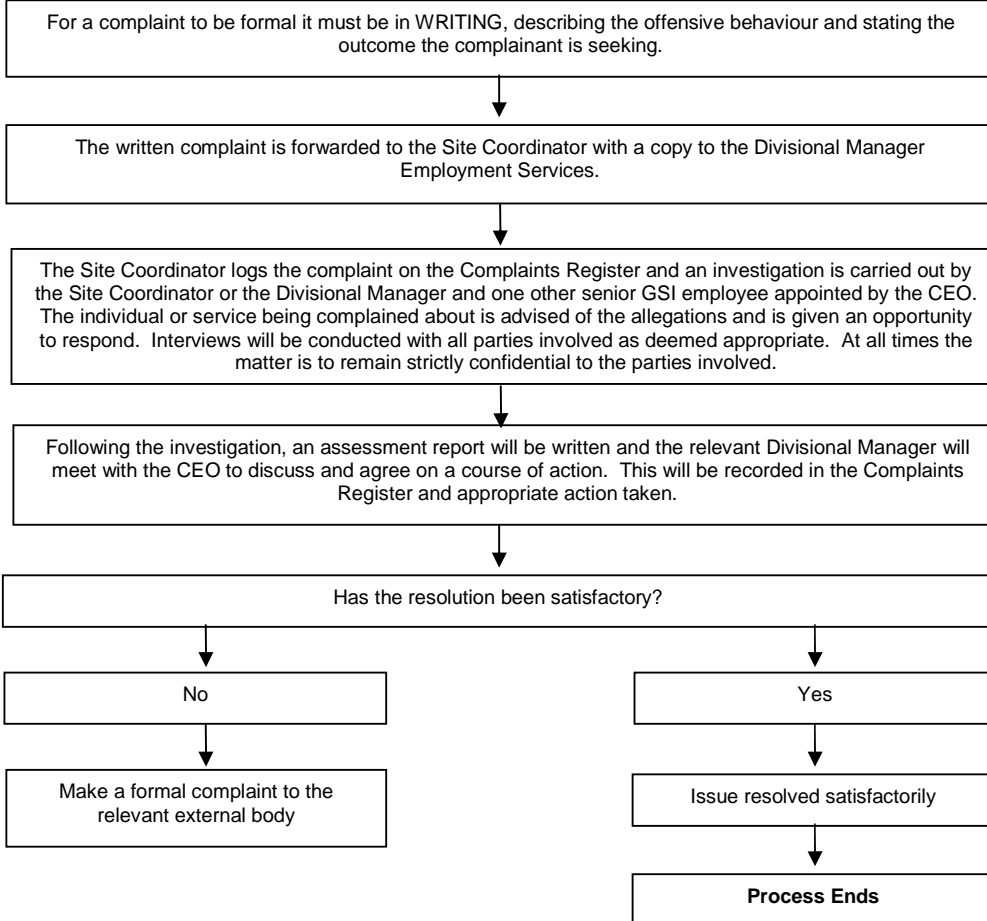
- [PP:ADM:04 Continuous Improvement](#)

**PROCEDURE**

1.	Types of Complaints	Resp.
	<ul style="list-style-type: none"> <li>• Discrimination</li> <li>• Harassment</li> <li>• Service Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Privacy</li> <li>• Criminal or corrupt behaviour</li> <li>• Employment conditions</li> </ul>
2.	<b>PROCEDURE</b>	
	<p><b>Informal Complaints Procedure</b></p> <p>Complaints will be dealt with quickly, fairly and politely, GSI will not penalize anyone for expressing their views.</p> <p>Before initiating a formal complaint, clients of GSI should attempt to resolve the complaint directly with the person(s) concerned using the informal complaints procedure.</p> <p>Should this not resolve the matter, or where a client feels uncomfortable about this process they are required to raise the matter with the Options Site Coordinator. The process for this is as follows:</p> <div style="text-align: center;"> <pre> graph TD     A[Are you able to approach the individual concerned about the issue?] -- No --&gt; B[Seek support from Site Coordinator]     A -- Yes --&gt; C[Approach the person concerned. Tell them the behaviour offends and you want it to stop]     B --&gt; D{Did the behaviour stop?}     C --&gt; D     D -- No --&gt; E[Consider a formal complaint]     D -- Yes --&gt; F[PROCESS ENDS]     E --&gt; G[If you wish to proceed with a formal complaint, use the procedures in the Formal Complaints section over page]           </pre> </div> <p>If the issue is not resolved the Site Coordinator will inform the client about the next steps (see Formal Complaints Procedure section following).</p>	

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**(CLIENTS)**

**Formal Complaint Procedure**



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