



## CLIENT COMPLAINTS AND GRIEVANCES POLICY

ID No: FBCNW-10-19

Version: 5.0

Applies to: All Service Users

Applicable Standards:  
Applicable Legislation:

- Home Care Common Standards
- Aged Care Act 1997
- Disability Discrimination Act 1992
- Anti-Discrimination Act 1998
- Tasmanian Disability Services Act 2011

Contractual Obligations:

In dealing with service user complaints or grievances Family Based Care Tasmania will adopt and apply Principal 3 of the Home Care Common Standards.

### **“3 Service User Rights and Responsibilities**

Each service user (and / or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and / or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.”

#### **“3.3 Complaints and service user feedback**

Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.”

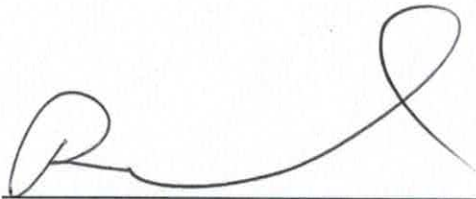
#### **“3.4 Advocacy**

Each service user’s (and / or their representative’s) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and / or their representative) to access an advocate.”

The Board is committed to maintaining vigilance of rights and responsibilities of service users.

The Chief Executive Officer (CEO) is responsible for maintaining a Complaints and Grievances Procedure to enact this Policy.

Authorised by:



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President of the Board

Date:

27/11/18