

The Hessel Group views resolution of a constructive and valid grievance or complaint as a way of improving our organisation.

The receipt of a grievance or complaint is an opportunity for improvement and the organisation will listen to all complaints or grievances with an open mind.

In the first instance all attempts will be made to resolve the complaint through informal discussions. If required, the formal complaints process will be implemented.

We will respond to all grievance or complaints and all reasonable measures will be taken to finalise the process.

The confidentiality of all parties to the process will be maintained as per our policy.

If you require a copy of our Grievance and Complaints Policy, please ask our reception.

A written acknowledgment of receiving a formal grievance or complaint will be sent to the individual.

The Hessel Group will undertake to investigate the grievance or complaint within 10 working days and advise the complainant of the outcome within 5 working days.

Alternatively, grievance or complaints can be directed to Health and Communities Services Complaints Commissioner (HCSCC) S.A at info@hcscce.sa.gov.au or DCSI Client Feedback at clientfeedback@dcsi.sa.gov.au

You are a: Parent/Guardian Staff Member other

Name: _____

Postal Address: _____

Phone: _____ Email: _____

Please provide details of your grievance / complaint such as where, when it occurred and who was involved please attach extra sheets if required.

What steps have you taken to try to resolve the grievance / complaint?

How would you suggest the grievance / complaint be resolved?

Please return this form to reception@hesselgroup.com.au or the Care and Support Supervisor or General Manager (whichever is appropriate) as soon as possible for investigation.

Form received by: _____ Date: _____

Letter of acknowledgement sent to the complainant.

Office use only

The grievance / complaint must be added to the Compliments and Complaints Register.

Please document actions taken to investigate the grievance / complaint and your recommendations for its resolution. Refer to policy as needed (please attach copies of any relevant notes, minutes of meetings or correspondence).

Meeting with complainant _____

Outcome _____

Date response letter sent to complainant: _____

Did the complainant feel their grievance was handled well and are they satisfied with the outcome? Y / N

Forward to Managing Director

Date: _____

Outcome: _____

Signed: