

# PositiveLifeNSW

the voice of people with HIV since 1988

**Policy Statement:** Positive Life NSW (Positive Life) is committed to providing the best possible service to its consumers, members, stakeholders and community, in a manner which is not discriminatory and safeguards dignity.

Any person that utilizes the services of Positive Life has the right to make a complaint. If a consumer is dissatisfied with the service received from Positive Life, staff will ensure that they are fully aware of the complaints and grievance procedure available to them.

Consumers have the right to comment about any part of the service provide to them by Positive Life:

- Consumers are encouraged to make a compliant if they are dissatisfied with the service provided by Positive Life
- All complaints are to be dealt with sensitivity and in a timely matter
- Complaints can be verbal or in writing in the first instance
- If a consumer would like to make a complaint, Positive Life staff should first attempt to discuss and resolve the matter directly with the consumer
- If the consumer does not feel comfortable doing this then they should contact the Administrator and an interview can arranged to discuss the issue
- If the issue is not resolved then a formal written compliant should be lodged and forwarded to the Administrator and/or Chief Executive Officer (CEO)
- The Administrator /CEO will respond to the complaint in writing within 7 to 10 working days. The written response should outline the nature/content of the complaint and how the compliant is to be resolved
- If the complaints are in regard to a privacy concern/enquiry then a privacy enquiry form should be completed and forwarded to the Positive Privacy Officer. Privacy enquiries will be responded to within 15 working days
- The consumer has the right to have someone assist them during the complaints process. If an interpreter is needed then Positive Life will assist the consumer to access the services of an interpreter free of charge
- The Administrator will record and log all complaints within the Consumer Complaints Register, which is stored in a locked filing cabinet
- If the consumer is still dissatisfied with the outcome they should be referred to the Community Services Commission

## What to do if you have a complaint about Positive Life

**Our commitment:** Positive Life is committed to providing the best possible service to its consumers, members, stakeholders and community, in a manner which is not discriminatory and safeguards dignity.

Any person that utilizes the services of Positive Life has the right to make a complaint. If you are dissatisfied with the service received from Positive Life, staff will ensure that you are fully aware of the complaints and grievance procedure available to you.

You have the right to comment about any part of the service provided to you Positive Life.

## If you have a complaint this is a guide to help you

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Accreditation Standard reference:		
Author: Manager	Version:3	
Approved by CEO: 19 June 2017	Review Date: 1 May 2018	

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## What to do first?

If you feel comfortable doing so talk to the staff person concerned.

- If you do not feel comfortable doing this then you should contact the Administrator via telephone or a face to face meeting can arranged to discuss the issue. You can also put the compliant in writing

## What if the issue is not resolved?

- If the issue is not resolved then a formal written compliant should be lodged and forwarded to the Administrator and/or CEO. In the written compliant try to outline the nature of your compliant and how you would like the issue resolved and include your signature
- The Administrator/CEO will respond to the complaint in writing within 7 to 10 working days. The written response will outline the nature/content of the complaint and how the complaint is to be resolved by Positive Life
- If the complaint is in regards to a privacy concern/enquiry then a privacy enquiry form should be completed and forwarded to the Positive Life Privacy Officer. Privacy enquiries will be responded to within 15 working days. The privacy enquiry form can be downloaded from our website [www.positivelife.org.au](http://www.positivelife.org.au) or sent out to you

**Can I have someone to help me?** Yes you do have the right to have someone assist you during the complaints process. This can be a friend or support person. This person can also help you to put your comments in writing and attend any meetings with you. If an interpreter is needed then Positive Life will assist you to access the services of an interpreter free of charge.

## What happens after my complaint is dealt with?

- The Manager will record and log all complaints within the Consumer Complaints Register, which is stored in a locked filing cabinet, and all information will remain confidential to those involved in the complaints process
- If you are still dissatisfied with the outcome then you could contact the Community Services Commission

## Related Legislation:

All relevant persons are covered by the [Protected Disclosures Act 1994 NSW](#) and [2012 VIC](#) (where applicable and to the extent that the legislative power of the Parliament permits). For more information, please refer to the relevant Acts as linked above, and Positive Life's [Code of Conduct](#).

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