RDA SA

Grievance /Complaints Procedure
Flow Chart

To be used in conjunction with the RDA SA Grievance/ Complaints Policy and Grievance/ Complaints Register
The attached flowchart explains the process of handling a complaint in a pictorial presentation.

Flow charts have a protocol which centre management may not be familiar with; so here is a brief explanation of the symbols used in this flow chart along with their meaning.

This flow chart should be used in conjunction with:
   Grievance Policy
   Complaints Registration Form

Flow charts explained:

- This indicates ‘data received or to be acted upon’ or the starting point of the process

- This indicates a process, or ‘what needs to be done’

- This indicates a decision needs to be made; this will be followed by a yes/no arrows

- This indicates a termination of the process/completion

- This indicates the flow chart breaks at this point and rejoins on a different page; look for the same symbol for rejoining.
Can there be 'on the spot' resolution?

Committee member follows complaints handling procedure and logs complaint in Centre Complaints/grievance/dispute Register and send a copy to the State Office for the State Complaint/grievance/dispute Register.

Can there be ‘on the spot’ resolution?

Yes

Log complaint as ‘resolved’ in Complaints Register at the centre and send a copy of resolution to State Office to register in State Complaints Register. Procedure should be completed within 30 days.

No

Listen, acknowledge and explain why it is not a complaint/grievance/dispute.

End

Complaint received orally

Is it a complaint/grievance/dispute? (Refer to policy for definitions)

Yes

Committee member follows complaints handling procedure and logs complaint in Centre Complaints/grievance/dispute Register and send a copy to the State Office for the State Complaint/grievance/dispute Register.

No

Inform the complainant, in writing, of the actions to be taken and the expected timeframe (5 working days)

Escalate to centre management committee

Keep complainant informed of progress of complaint

Inform complainant of remedy to resolve complaint

Is the complainant satisfied?

Yes

End

No

Go to page 2

Regular review of complaints registers by management committee

End

Log complaint as ‘resolved’ in Complaints Register at the centre and send a copy of resolution to State Office to register in State Complaints Register. Procedure should be completed within 30 days.

Complaint received in written form (email/fax/letter)
From page 1

No

STATE OFFICE
Escalate to State Office management

STATE OFFICE
Keep complainant informed of progress of complaint

Is the complainant satisfied and resolution achieved?

Yes

STATE OFFICE
Inform complainant of remedy to resolve complaint

No

Approach outside professional organisation to help resolve the complaint.

Log complaint as ‘resolved’ in Complaints Register at the centre. Record the involvement of centre management in the process. Send a copy of resolution to State Office to register in State Complaints Register. Procedure should be completed within 30 days.

Regular review of complaints register by management committee

End