



Healthy Living Network Complaints and Grievances Policy – September 2011

1. Purpose

This policy provides a framework for the management of complaints and grievances made by those using the Healthy Living Network and other stakeholders. QMS is committed to client service and this policy outlines our ongoing obligations to you in respect of how we manage complaints and grievances.

2. Persons affected

The QMS complaints and grievances policy is for Healthy Communities Quality Framework Registration applicants, registered service providers and programs and users of the Healthy Living Network.

3. Policy Statement

- QMS encourages feedback on any aspect of the working relationship with QMS whether this in the form of a complaint or a compliment.
- Complaints from community members relating to the delivery of healthy living programs will be referred to the respective State / Territory Health Commission, Ombudsman or the Fitness Industry Code.
- All Healthy Living Network users and stakeholders have the right to make a written or verbal complaint. The complaint will be dealt with seriously, fairly and confidentially and a resolution sought in a timely manner according to clear and coherent process.
- All complaints will be confidential.
- No charge will be imposed on the complainant by QMS relating to the handling and investigation of complaints or the conduct of appeals unless for out of pocket expenses if applicable.
- After a complaint has been made, clients and stakeholders can continue where appropriate to be involved in QMS activities without fear of reprisal.
- QMS will use the information provided in complaints, and the lessons learned from their resolution and implementation, to improve the quality of its services and refine its policies and procedures, including this policy itself.



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- Compliments will be welcomed as one measure of QMS' success in meeting client expectations. With the permission of the client, compliments may be used to support QMS marketing strategies.
- A register of compliments and complaints will be maintained and trends documented.

4. Responsibilities

- The Healthy Living Network Project Reference Group is responsible for ensuring all complaints, disputes and appeals are handled effectively.
- The Project Manager of the Healthy Living Network is responsible for the effective implementation of this policy including communicating the policy to Healthy Living Network users and other stakeholders and developing and monitoring mechanisms to inform service improvement and policy refinement.
- The respective state / territory Health Care Commission, Ombudsmen and Fitness Industry Code of Practice will be responsible for handling any complaints relating to health care or service delivery.
- All service providers, program developers and licensees have a responsibility to raise perceived concerns, complaints or grievances in relation to the Healthy Communities Quality Framework, where as to not notify QMS could harm or potentially harm the reputation of QMS, the health and wellbeing of community members, Quality Framework aims and principles.

5. Lodgment of complaints

- Complaints can be lodged personally, by phone, by letter or by email to the Healthy Living Network Project Manager, the Project Reference Group or to the CEO.
- Our policy is to answer your complaints within 2 working days. However, if the nature of a complaint or feedback requires further investigation, we will send an interim message detailing the complaint or feedback received, the name of the investigating officer, and the proposed time-frame for the investigation.



For more information call 1300 HLN 000 or
email info@healthylivingnetwork.com.au

www.healthylivingnetwork.com.au



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6. If a complaint is about QMS

Any complaint against QMS that may arise initially should involve an, informal discussion between QMS representative and the complainant. If the matter is unresolved, the complaint will be passed on to the Project Reference Group to investigate / resolve.

OR/AND

Each party must nominate a representative who is not directly involved in the dispute. Those representatives must then attempt to settle the dispute by negotiation. Should the nominated representatives (or Project Reference Group) be unable to resolve the dispute within 14 days (or such other period as they may agree upon) the dispute must be referred to a person / or organisation mutually agreed upon for mediation.

7. If a complaint is about a health concern or the delivery of a healthy living activity

It is a good idea to first discuss the complaint with the health service provider to see whether they can work with you to resolve the complaint. If they do not respond to your complaint, or you are not satisfied with their actions, contact the respective state / territory Health Care Commission, Ombudsmen and Fitness Industry Code of Practice.

Complaint about sexual or physical should be made directly with the Police. For more information regarding complaints about a health concern or the delivery of a healthy living activity please see the Fact Sheet – Complaints under ‘Resources’ tab on the Healthy Living Network.

8. If a complaint is about the Health Community Initiatives Quality Framework

A complaint about the Health Community Initiatives Quality Framework will follow the process outlined for complaints against QMS.

If such a complaint is lodged with QMS, it will be referred to the Project Reference Group who may advise the complainant to contact the referred to the respective State / Territory Health Commission, Ombudsman or the Fitness Industry Code.





9. Appeals

- A complainant may at any time from the date of lodgment make a formal appeal in writing to the Project Reference Group for their complaint to be heard by a panel, irrespective of whether or not the complaint has been handled or investigated.
- The panel comprised of an Internal Management Committee including the CEO of QMS, representatives from the Department of Health and Ageing and an external consultant.
- The panel will meet with the complainant to discuss the issue and seek solutions.
- The complainant may seek professional advice to assist them with their appeal if they wish.
- The appeal will be considered concluded once a solution to the complaint is implemented. The Internal Management Committee will confirm this in writing to the complainant and advise the Project Reference Group.
- The complainant will also be invited to complete a form evaluating the management of the appeal, the competence of the appeal panel, the efficiency of the appeal process and the effectiveness of the solution.
- The Internal Management Committee will take steps to ensure that the issue giving rise to the complaint is not repeated.

Please note, the appeals process only relates to complaints lodged about the Healthy Living Network to QMS. Appeals relating to health concerns or the delivery of a healthy living activity, must be directed to the respective State / Territory Health Commission, Ombudsman or the Fitness Industry Code.

10. State / Territory Health Commissions

VICTORIA
Office of the Health Services Commissioner
<http://www.health.vic.gov.au/hsc/>

NEW SOUTH WALES
Health Care Complaints Commission
<http://www.hccc.nsw.gov.au/>

ACT
ACT Health Services Commissioner
<http://www.hrc.act.gov.au/health/>

QUEENSLAND
Health Quality and Complaints Commission
www.hqcc.qld.gov.au



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SOUTH AUSTRALIA

Health and Community Services Complaints
Commissioner
www.hcscs.sa.gov.au

TASMANIA

Health Complaints Commissioner
www.healthcomplaints.tas.gov.au

WESTERN AUSTRALIA

Health & Disability Services Complaints Office
www.hadsco.wa.gov.au

NORTHERN TERRITORY

Health & Community Services Complaints
Commission
www.hcscs.nt.gov.au/

11. State / Territory Ombudsman

Victorian Ombudsman

Level 9, 459 Collins Street (North Tower)
Melbourne Victoria 3000
Telephone: 03 9613 6222
www.ombudsman.vic.gov.au

Australian Capital Territory (ACT) Ombudsman

Level 5, Childers Square, 14 Childers Street
Canberra City ACT 2601
Telephone: 1300 362 072
www.ombudsman.act.gov.au

New South Wales Ombudsman

Level 24 580 George Street
Sydney NSW 2000
Telephone: 02 9286 1000
www.ombo.nsw.gov.au

Queensland Ombudsman

Level 17
53 Albert Street
Brisbane QLD 4000
Telephone: 07 3005 7000
www.ombudsman.qld.gov.au

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South Australian Ombudsman
Level 5, East Wing
50 Grenfell Street
Adelaide SA 5000
Telephone: 08 8226 8699
www.ombudsman.sa.gov.au

Tasmanian Ombudsman
Ground Floor, 99 Bathurst Street
Hobart 7000 45 Cameron St
Launceston 7250
Telephone: 1800 001 170
www.ombudsman.tas.gov.au

Western Australian Ombudsman
Level 12, St Martin's Tower
44 St George's Terrace
Perth WA 6000
Telephone: 08 9220 7555
www.ombudsman.wa.gov.au

Northern Territory Ombudsman
12th Floor, NT House
22 Mitchell Street
Darwin NT 0800
Telephone: 08 8999 1818
www.omb-hcsc.nt.gov.au

12. State and Territory Fitness Industry Codes of Practice

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

13. Where else can I lodge a complaint or get more information?

- [The Office of Fair Trading](#)
- [Medicare Australia](#)
- [Department of Health and Ageing](#)
- [Industrial Relations Commission](#)
- [Australian Competition and Consumer Commission](#)



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