

# Health Consumers' Council (WA) Inc

## Grievance

Staff and members of the Health Consumers' Council acting in an official capacity

This Grievance Policy is for the internal use of the Health Consumers' Council.

The external complaints process for users of the services of the Health Consumers' Council is stated in the Health Consumers' Council, Complaints Policy and in the Health Consumers' Council Customer Charter.

The Health Consumers' Council is an independent community based organisation, representing the consumers' 'voice' in health policy, planning, research and service delivery. The Council advocates on behalf of consumers to government, doctors, other health professionals, hospitals and the wider health system. As a consumer organisation the Council is committed to developing and implementing a grievance procedure that is fair, accessible and transparent. The Council will ensure that the confidentiality of parties to the grievance is protected throughout the process. At all stages throughout the grievance process described below, the concerned person/aggrieved party may have a support person/advocate with them.

This grievance policy is for Health Consumers' Council Board members, staff, Health Consumers' Council members, Health Consumers' Council consumer representatives and Health Consumers' Council working group members. This policy applies where any of the above have a grievance with a Health Consumers' Council staff member, with a Health Consumers' Council Board member, Health Consumers' Council consumer representative or Health Consumers' Council working group member.

1. Before this grievance procedure proceeds, the concerned person should attempt to resolve the matter with the other party(ies) involved where doing so is possible. If the grievance is in relation to a decision made by a Health Consumers' Council working group or Health Consumers' Council Board, the first contact should be with the Chairperson of the Board or the Chairperson of the working group. If the grievance cannot be satisfactorily resolved at that level, or if the grievance is about the Chairperson in particular, then the grievance should be directed to the Deputy Chairperson of the Health Consumers' Council.
2. If the conflict is not resolved, the aggrieved party should notify in writing (using the provided Grievance Form):
  - the Executive Director – where the grievance relates to a staff member (other than the Executive Director);
  - the Executive Director – where the grievance relates to a consumer representative
  - the Health Consumers' Council Chairperson – where the grievance relates to any other person (other than the Chairperson)
  - the Deputy Chairperson – where the grievance relates to the Chairperson.

3. This notification should include the nature of the grievance (including where, when, what, how and why), who (or what party) was involved, and how the aggrieved party would like to see the complaint resolved.
4. After receiving written notification of the grievance, the Executive Director, Chairperson or Deputy Chairperson (as the case may be) will reply in writing to the aggrieved party, , within five working days.
5. The Executive Director, Chairperson or Deputy Chairperson will meet or discuss with the aggrieved person the nature and details of the grievance, seek their understanding of what occurred and what resolution they believe is fair. The Executive Director, Chairperson or Deputy Chairperson will then call a meeting or hold a telephone discussion with the two (or more) parties to the grievance in an attempt to resolve the matter. Parties involved in the grievance may choose to have an observer or advocate attend this discussion with them.

A written report will be made of this meeting and all parties will be asked to sign this report. If the grievance remains unresolved, the matter, including the written report of the discussion between the parties, will be passed to the Health Consumers' Council Board. The Board may, at this point, propose alternative methods for resolving the grievance.

6. The Health Consumers' Council's Board decision will be final, and conclusive.  
This procedure is subject to the legal rights of Health Consumers' Council staff and management.

**Reviewed and Endorsed: May 2007**

**Reviewed: April 2009**