

COMPLAINTS POLICY

1.0 Purpose

The purpose of this policy is to provide a formal framework for addressing complaints raised by clients of the Pilbara Community Legal Service.

This policy is essential for maintaining a positive relationship with clients and ensuring that the organisation continuously improves its operations based on client feedback.

2.0 Scope

This policy applies to all Board of Management Directors, staff, students, and volunteers of the Pilbara Community Legal Service.

3.0 Accreditation Context

Standard	Standard Requirement
Standard 17	Assessing client satisfaction and managing complaints

4.0 Definitions

For the purposes of this policy and related policy documents, the following definitions apply:

Board of Management means the governing body of the Pilbara Community Legal Service.

CEO means the Chief Executive Officer of the Pilbara Community Legal Service.

Directors means the board members that comprise the Board of Management.

PCLS means the Pilbara Community Legal Service.

5.0 Policy Statement

The Pilbara Community Legal Service is committed to ensuring that any person or organisation using PCLS' services, or which is affected by its operations, has the right to lodge a complaint or to appeal a decision of the organisation, and to have the concerns addressed in a manner that ensures access, equity, fairness, accountability, and transparency.

PCLS will establish a complaints and appeals management procedure which:

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- is simple and easy to use;
- is effectively communicated and promoted to all clients and stakeholders;
- ensures complaints or appeals are fairly assessed and responded to promptly;
- is procedurally fair and follows principles of natural justice;
- complies with any legislative requirements;
- records and analyses information arising from complaints and uses it to improve services.

6.0 Roles, Responsibilities and Delegations

ROLE	RESPONSIBILITY
Chief Executive Officer	The Chief Executive Officer is responsible for reviewing and approving this policy.
Principal Solicitor	The Principal Solicitor is responsible for the currency and operationalisation of this policy.
Quality, Incidents, Complaints and Safety Working Group	The QICS Working Group is responsible for reviewing all complaints received through this policy and procedures and to ensure that it is considered as a part of quality improvement practices.

7.0 Related and Supporting Documents

Legislation

Nil.

Policy

Nil.

Procedures

Complaints Procedure

Operational Documents

Complaints and Appeals Register

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8.0 Information

Title	Complaints Policy
Policy Reference	POL-CLI-02
Policy Owner	Chief Executive Officer / Principal Solicitor
Policy Approver	Chief Executive Officer
Category	Client Satisfaction and Complaints
Approval Date	16 September 2024
Effective Date	16 September 2024
Change History	
Review Date	3 years