

CONSUMER COMPLAINTS

To be reviewed by:

Date: November 2021

1. POLICY

Hepatitis SA aims to foster an environment conducive to the resolution of any complaints about the operations of Hepatitis SA, brought to us by consumers, in a fair and equitable manner.

As stated in Hepatitis SA's Consumers Rights Policy, consumers are entitled to provide feedback or make complaints about Hepatitis SA services and to have any concerns dealt with properly and promptly, without fear of reprisal or diminished service.

Consumers include services users, members and other stakeholders.

2. PROCEDURES

General Guidelines for Hepatitis SA Complaints Procedures

Hepatitis SA will:

- Protect the confidentiality and privacy of all parties to a complaint
- Keep clear and accurate records
- Keep all parties to a complaint informed of progress

All parties to a complaint may invite a support person to any meetings held to resolve the complaint. Any party's intention to invite a support person to any meeting should be made known to all parties prior to the meeting. This can be done by contacting the meeting convenor, usually the Hepatitis SA CEO.

If the person making a complaint is a child or young person, they will be strongly encouraged to have an adult support person of their choice at all proceedings.

Informal process

Consumers are first encouraged to talk with the Hepatitis SA CEO in order to resolve a complaint informally.

Formal process

If an informal process has not resolved the complaint, a formal complaint can be made in writing to the Chairperson at Hepatitis SA's business address. Consumers should detail the circumstances of the complaint and what outcome they seek.

Unless the complaint directly concerns Hepatitis SA's CEO, the Chairperson will refer the complaint to the CEO for action.

Where a complaint directly involves the Hepatitis SA's CEO, the complaint will be referred to the Executive of the Hepatitis SA Board for action, who will follow a similar process to that outlined below.

The CEO will acknowledge receipt of the complaint to the person making the complaint, setting out the course of action to be followed.

- This course of action will include liaison with all relevant parties named in the complaint.
- Where practicable, this will occur within 5 working days of receipt of the complaint, in order to facilitate a speedy resolution of the matter.

If the complaint is not resolved to the satisfaction of all parties at this time, a meeting of all parties to the complaint, the CEO and at least one member of the Executive of the Hepatitis SA Board will be held, as soon as can be arranged and generally within two weeks.

If the complaint is not resolved to the satisfaction of all parties at this time, the complaint will be referred to the Executive of the Hepatitis SA Board for a final decision.

If the final decision of the Hepatitis SA Executive of the Board is not satisfactory to the person making the complaint, he / she will be informed of his/her right to make a complaint to:

Health and Community Services Complaints Commissioner
PO Box 199
Rundle Mall
Adelaide SA 5000
Ph: 08 8226 8652
www.hcsc.sa.gov.au