

Members Complaints

It's Okay to Complain

The Kidney Support Network is committed to providing quality services. The Member Complaints Procedure offers a transparent, timely resolution to members' complaints and is available to all people who use a Kidney Support Network service and their families and advocates.

If you have concerns about the service provided to you or your family members, you have the right to complain.

What is a Complaint?

A complaint is when you or a family member feel concerned or dissatisfied with the service you are receiving. You may believe you have been treated unfairly or disagree with a decision or an action taken by a Kidney Support Network service provider, staff member or volunteer.

Kidney Support Network has an established Member Complaints Procedure to ensure all complaints are investigated and resolved and that the lesson learned from the complaint leads to improvements in service quality.

How Do I Make a Complaint?

You have the right to have your complaint heard, respected, and resolved quickly and fairly without fear or retribution. Your complaint will be taken seriously and treated as confidential. Seeking assistance with a concern is always viewed positively. There are four stages to the Complaints Resolution Process.

STAGE 1

As soon as possible, talk directly or have a family member or advocate talk to the person involved at Kidney Support Network you have contact with. This may involve talking with the Transport Co-ordinator, Office Manager, Branch Manager who will take action to resolve your complaint.

If you are unsatisfied with the outcome, you can move to Stage 2 of the Complaints Process. Where the complaint is of a serious nature, it may automatically be considered as a Stage 2 complaint, or referred to an appropriate external agency immediately. See Stage 4

STAGE 2

Stage 2 complaints are directed to the Chief Executive Officer at Kidney Support Network office. You can talk to someone who can record your complaint or speak to the CEO directly.

A stage 2 complaint may include complaints where you believe your service provider has acted negligently or has not provided the standard of care you would expect.

STAGE 3

Stage 3 complaints are directed to the Board of Kidney Support Network. The CEO will hand over all the information and you can contact a designated Board member directly who will work with you to resolve the complaint.

STAGE 4

When complaints cannot be resolved to your satisfaction by Kidney Support Network, the complaint may be referred to a Government agency for investigation and/or mediation. They include:

- Health and Quality Complaints Commission **3120 5997**
- Dispute Resolution Mediation Service **1800 017 288**

At any time, you can use an advocacy agency to assist you with your complaint.

The following agencies may be able to assist:

Office of the Public Advocate
Ph: 07 3224 7424

Qld Advocacy Incorporated
Tel: 07 3236 1122

Speaking Up For You
Ph: 07 3832 0718

Complaints Resolution and Referral Service
(Employment service complaints)
Ph: 1800 880 052

If you live in Regional Queensland, you can contact Qld Advocacy Incorporated for information on your local advocacy group.