

# Grievance - Nominated Supervisor

## NQS 7.1.2 Management systems

Name of the person conducting the checklist: \_\_\_\_\_ Date: \_\_\_\_\_

### Employee complaints

Do employees talk directly to the team member concerned without involving others?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Have employees' emotions been explored before the grievance procedure is used?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
If the employee can't resolve their concerns do they come directly to you before the matter escalates?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do employees know what will happen once you receive their complaint?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Complaints from family members

Is the name of the Complaints Officer clearly displayed in the entrance of the service?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do family members bring complaints to your attention before they escalate?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do family members know where the complaint forms are kept?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do family members know what will happen once you receive a complaint?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

### Grievance Procedures

Do you discuss the complaint with the person within 24 hours	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you acknowledge the complaint in writing?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you notify the regulatory authority within 24 hours if complaint alleges the National Law or Regulations have been breached?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you notify the regulatory authority within 7 days if complaint alleges that a child has been or is being physically or sexually abused at the service?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you investigate the complaint thoroughly and impartially?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you invite the person to have a support person with them during any further discussions?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you complete your investigations within seven days of receiving the complaint?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you provide a written outcome of your investigations to affected parties within seven days of receiving the complaint?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you tell people how they can have the matter reviewed externally if they are still unhappy?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you file records of the complaint in the Complaint/Grievance Register?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you file copies of the complaint documentation in the employee's file if relevant?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you allow staff to make comments on the documentation before placing it on their file if the complaint is unsubstantiated?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Are the records stored confidentially and securely?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you monitor relevant practices and behaviour after a complaint has been made?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you ensure the person who complains is not victimised?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you request feedback on the process using a questionnaire?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA
Do you track complaints to rectify recurring issues within the Service?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> NA

## Actions required