



# **NEW HAVEN FARM HOME COMPLAINTS AND DISPUTES POLICY STATEMENT**

1. New Haven Farm Home aims to provide and maintain an open & receptive workplace environment that is respectful & considerate of all stakeholders. The resolution of complaints and/or disputes in a timely fashion is a high priority.
2. This policy applies to all clients, family members, advocates, staff members, volunteers, other agencies, service providers, individuals, agents and contractors (including contractors and sub-contractors) of New Haven Farm Home Ltd (and its related entities) collectively referred to in this policy as 'workplace participants/clients'.
3. It extends beyond the workplace or usual work hours to include all functions and places that are work-related. A 'work-related function' is any function that is connected to work. E.g. Conferences, work lunches or meetings, Christmas parties, client functions etc. All workplace participants/clients must comply with this policy at all work related functions. Any reference to work in this Policy includes a work related function. This policy also applies when workplace participants/clients go to other workplaces in connection with work. E.g. visiting another organisation, other group homes.
4. New Haven Farm Home welcomes feedback, including complaints, from workplace participants/clients. Such feedback provides the organisation with information to help correct any problems with service delivery and presents an opportunity to re-affirm good relationships with workplace participants/clients and their family, thus improving service delivery.
5. New Haven Farm Home considers family members or advocates as the most important people in the client's life and views them as an important part of the delivery of services to the client.
6. Workplace participants/clients have the right to know what they can expect from New Haven Farm Home and have this information provided prior to their commencing to access services.
7. New Haven Farm Home's complaint handling processes will be consistent with current complaint handling standards and with the Principles and Objectives of the Disability Inclusion Act 2014.