



# COMPLAINTS POLICY AND PROCEDURES

## Policy

CourtHeath Consulting encourages a workplace with appropriate, ethical conduct, and recognises the right for complaints to be made about the conduct of our people, including employees and contractors.

CourtHeath Consulting will take all reasonable steps to protect those involved in a complaint from any victimisation, as a result of such complaint.

Complaints will be managed confidentially, discreetly and courteously, and all records pertaining to complaints will be held in confidence.

This Policy applies to CourtHeath Consulting personnel as well as clients and members of the public who make complaints relating to CourtHeath Consulting or to CourtHeath Consulting personnel.

## Procedures

The Policy is supported by these Complaint Procedures which establish a system for dealing with complaints.

CourtHeath Consulting has established these Procedures:

- to provide mechanisms for complaints to be addressed in an efficient, fair and timely manner
- for complaints to be confidentially handled and investigated

All personnel are responsible for ensuring they comply with these procedures. In particular, personnel must refrain from victimisation of any person involved in a complaint matter. Furthermore, they should protect and maintain the confidentiality of the identity of a person they know or suspect to be involved in a complaint matter.

CourtHeath Consulting's directors will:

- Receive any complaint made orally or in writing (from internal and external Complainants)
- Have committed to writing any complaint made orally
- Impartially assess the complaint
- Ensure complaints are dealt with appropriately, after consultation with the Complainant
- Appoint an investigator where necessary, and oversee and coordinate any such investigation
- Advise the Complainant of the progress of the complaints process
- Produce a brief report documenting the findings of the investigation into the complaint
- Ensure any recommended remedies are implemented
- Take reasonable steps to ensure that the identity of the Complainant, and the identity of the person who is the subject of the complaint, are kept confidential.



The outcome of the complaint will be:

- clearly communicated to the Complainant
- clearly communicated to other personnel as appropriate
- Where appropriate, integrated into CourtHeath Consulting's business processes.

When communicating this information CourtHeath Consulting will ensure private and confidential information is protected.

Where CourtHeath Consulting has made specific changes as a result of a complaint, the Complainant will be advised of the changes and how these will be monitored.

Any remedies offered by CourtHeath Consulting will be fair and reasonable for CourtHeath Consulting, the person being complained about and the Complainant. Remedies are not limited to, but may include, one or more of the following:

- an explanation
- an apology
- mediation
- change to policy, procedure or practice
- protection for the Complainant
- disciplinary action
- referral of a matter to an external agency for further investigation, hearing or prosecution

CourtHeath Consulting recognises that personnel against whom complaints are made must also be supported during the complaints process. CourtHeath Consulting will take all reasonable steps to ensure that person's identity also will be kept confidential during the complaints process. Where the complaint is not substantiated, the fact that the investigation has been carried out, the results of the investigation, and the identity of the person who is the subject of the complaint, will remain confidential.

Where appropriate, the Director may offer the person being complained about an opportunity to answer the allegations before a decision is made.

CourtHeath Consulting will give its full support to a person who is the subject of a complaint where the allegations are clearly wrong or unsubstantiated. If the matter has been publicly disclosed, CourtHeath Consulting will consider any request by that person to issue a statement of support, setting out that the allegations were clearly wrong or unsubstantiated. The maker of a malicious or false complaint may be disciplined.