

# Summary of Alkira Complaints Procedure

Complaints are welcome opportunities to improve the way we do things at Alkira. It is Alkira's policy to ensure all complaints are handled in a transparent, timely, fair and person focused manner. Not all complaints must go through all levels.

## Level 3 Complaint

- **Are minor issues that have no impact or risk to a client, provision of care or the organisation and are resolvable at the frontline or point of service.**
- Complaints at Level 3 are aimed to be resolved within 3 days by the Support Staff.
- If the complaint cannot be resolved at Level 3, it is referred to the Service Manager.

## Level 2 Complaint

- **Are moderate complaints that may require assessment and examination or are major issues that may cause a lasting detriment and that require internal review or investigation.**
- Complaints at Level 2 are managed by the Service Manager who will try to resolve the matter within 21 days. If the complaint has been escalated from Level 3 the Service Manager will look into it within 10 working days.
- If the complaint cannot be resolved at Level 2, it is referred to the Chief Executive Officer (CEO).

## Level 1 Complaint

- **Are extreme and serious adverse events that may lead to long term damage or death and require external investigation and review.**
- Complaints at Level 1 are managed by the CEO.
- If the complaint has escalated from Level 2, the CEO will review the matter and decide within 3 working days whether to further investigate or refer the complaint externally.
- Level 1 complaints will be reviewed by the CEO and an external investigation agent, will be engaged.