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SCHEDULED REVIEW DATE:	6 / 08 / 2020	ENDORSED BY: (Chief Executive Officer)	Insert signature 
APPLICATION/SCOPE:	Entire Organisation	DATE OF ENDORSEMENT	06 / 08 / 2018

Preamble

This policy is established to ensure all employees of Bega Garnbirringu Health Service (Bega) are aware of the process for Internal Reviews where a member or client is dissatisfied with a decision made by Bega in relation to a matter.

Policy Statement

This policy relates to only those matters and decisions made by the organisation (excluding decisions made by the Board of Directors).

Policy Guidelines

If a client or stakeholder has a grievance with decisions made by the organisation (including complaints and incident management) the person should notify the Chief Executive Officer (CEO) in writing of their wish to have the decision reviewed.

Within a reasonable time, the subject of the grievance will be listed for reconsideration by the CEO. All due consideration will be given to resolving the review request in a timely manner, but some operational and personal demands of the CEO may prevent the full consideration of the matters in the timeframe expected. All reasonable measures are put in place to expediate the process to undertake a review.

In deciding whether to uphold a decision, the CEO will consider the original decision and whether:

1. There has been a breach of natural justice principles, such as the right to have the complaint fully heard or investigated;
2. The procedures required by the law have been observed or not;
3. The decision was impaired in any way by a material personal conflict, or potential fraudulent activity;
4. There was insufficient information provided to justify the decision;
5. Proper consideration was not made of the merits of the case; and/or
6. The decision made was unreasonable.

Follow the reconsideration, the CEO will provide written responses to the complainant within 30 working days including full reasons for the decision made.

If the grievance is pertaining the CEO, the Board will act in the capacity of reviewer for the decisions made by the CEO.

In all matters, the organisation reserves its right to seek advice at any stage during a grievance resolution process which may include legal practitioners, independent consultants or State and Commonwealth agencies. In so doing, any attempts to seek advice may cause delays to the response. Any such delays will be communicated to the complainant.



Breach of Policy

If an employee does not meet the expectations set out in this policy, they may be subjected to disciplinary action in accordance with our **Performance Counselling** and **Disciplinary Action** policies up to and including possible termination of their employment.

Related Documents

- Quality Management System