

## APPEAL PROCESS PROCEDURE

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### PURPOSE

To provide information regarding the management of appeals against any decisions, particularly those with respect to the management of complaints.

### SCOPE

All customers, families, staff and other stakeholders.

### DEFINITIONS

An appeal is an application made in writing to have a decision overturned or re-considered.

### RESPONSIBILITY

General Managers and Chief Executive Officer

### PROCEDURE

- Customers, families and staff members must be provided with information on their ability to appeal decisions;
  - On commencement of service;
  - During staff induction; and
  - At any other time they may be affected by decisions made by the organisation.
- All appellants are able to have a support person to assist them in the appeal process and must be informed of their right to do so.
- Appeals against a decision are time limited and must be submitted within 14 days of being notified of a decision.
- The appeal must be made in writing to the Chief Executive Officer providing the following information:
  - Name and contact details of the appellant,
  - Brief description of the decision and the effects of the decision, and
  - Preferred solution.
- The Chief Executive Officer or delegate will consider the appeal and may seek further information from the appellant, relevant staff member, and any other individual involved in the original decision.
- If necessary, an internal appeals committee will be formed to assist the Chief Executive Officer to assess the appeal.
- The final decision will be conveyed to the relevant parties in writing.