

Odyssey House Complaints and Grievances

Reference number:	14.5
Version number:	3
Document owner:	Odyssey College Principal or Manager
Document approval:	The Director of Residential Services and Director of Community Services
Document endorsement:	The Odyssey College Advisory Committee and the Quality and Clinical Safety Committee on behalf of the Board
Document location:	Media Drive/Intranet
Date document approved:	March 2023
Next review date:	March 2024

14.5.1 SCOPE

Odyssey House has the following Procedure to deal with complaints and grievances of a general nature that may be held by students and clients.

Odyssey House recognises that students and clients may have a complaint or grievance over an Odyssey House related issue. This procedure provides a mechanism by which they can seek to have that complaint or grievance addressed. An outcome of this procedure may be that the complaint or grievance is found to be groundless.

Odyssey House will seek to ensure that any complaint or grievance is resolved at the earliest opportunity and in a timely manner and allow reasonable periods of time for discussion.

14.5.2 COMPLAINT INVESTIGATION PROCEDURE FOR ALLEGED REPORTABLE CONDUCT BY A MEMBER OF STAFF

a) Making Allegations - Allegations made by a student or other Odyssey House Community member against a member of staff for alleged reportable conduct:

- Should be made in writing to the Principal or Manager either by letter marked CONFIDENTIAL or in person. If inappropriate to contact the Principal or Manager, the Director of Residential Services of Odyssey House (OH) should be contacted
- Should be made confidentially and will be treated as confidential.
- Will be acknowledged in writing by the Principal or Manager, the Director of Residential Services or their delegate.

b) Definition of Reportable conduct is defined as follows: -

- any sexual offence or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material).
- any assault, ill-treatment or neglect of a child; and
- any behaviour that causes psychological harm to a child whether or not, in any case, with the consent of the child The Principal or Manager, the Director of Residential Services or

Odyssey House Complaints and Grievances

their delegate will respond to the complainant in writing and keep them informed throughout the investigation and of the investigation final findings if appropriate.

14.5.3 GENERAL COMPLAINTS AND GRIEVANCE PROCEDURE

The student or client complaint or grievance must initially be dealt with as close to its source as possible, with graduated steps for further discussion and resolution at higher levels of authority, for example:

(a) Student or client grievances with other students and clients. If a student or client has a grievance with the way he/she has been dealt with by other students and clients. He/she may:

(i) ask his/her class teacher or therapist to help resolve the grievance.

(ii) if the complaint or grievance is not resolved, he/she may take the matter to the Principal or Manager.

(b) Student or client grievance with a staff member or Odyssey House process.

When a student or client has a grievance with a staff member or Odyssey House process, he/she may take the following step. Discuss the matter with the staff member or other trusted adult. If the student or client and trusted adult that was consulted believe it is appropriate, one or both may discuss the matter with the staff member who is the subject of the complaint.

(c) In the situation where the grievance/complaint is against the Principal or a Manager, the student or client should contact the Director of Residential Services of Odyssey House. In the event the matter remains unresolved then the process described below should be pursued.

(d) Any complaint or grievance which arises shall, where possible, be settled by discussion at its source between the student concerned and the responsible staff member e.g. Class Teacher or therapist. Should it be inappropriate for one of these staff members to be approached e.g. that person is the perceived source of the complaint or grievance then the student should approach the Principal or Manager or the Director of Residential Services, preferably in writing, as to the substance of the complaint or grievance, request a meeting with the Principal or Manager or the Director of Residential Services for bilateral discussions and state the remedy sought.

(e) If the student or client remains dissatisfied then it is acknowledged that they may be entitled to seek assistance from an external person or other appropriate authority. Should that action be taken by the student then Odyssey House may also seek external advice in respect of the matter.

References: AISNSW