

Complaints

Complaints regarding OSCN's services will be initially received by the Manager who may request that the concerns be put in writing. The Manager will investigate the complaint and provide a response within 5 working days. Throughout this process, the Manager will provide reassurance to parties involved that their safety and dignity will be maintained.

This process is outlined on the OSCN website and through the OSCN Facebook group.

If there are any meetings, all parties are entitled to have an independent support person present. While the matter is being resolved, all effected parties will be treated fairly, with proper consideration for their privacy and any special needs.

As part of the response, the parties will be advised that if unsatisfied they can raise the matter further with the OSCN Chair and they will be provided with their contact information.

Records of complaints will be held for three years and then disposed of, unless the complaint concerned health and safety.

The OSCN Chair will be provided with a summary of any complaint and actions taken to resolve the concern and make service improvements.