

**From:** [Janice](#)  
**To:** [Health and Ambulance Services Committee](#)  
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4/8/16. Contribution

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Health Service Complaints Management System can be improved for vulnerable people such as those affected by domestic violence, mental illness, drug and alcohol abuse by accessing or employing people with a lived experience of such issues. These peers who know the experiential hardship of the problems faced can advocate for them and explain the type of vulnerability and hardship experienced without the fire and passion experienced of the complainants. Therefore reasonable measures can be taken to attend and resolve any vulnerable person's complaint and systematic processes and policies can be put into place that best alerts people to any gap in the system that is a shortfall. Being mindful of the state of affairs is not enough without the understanding of empathy and support and a commitment to rectify the complaint in the best way possible with the least restrictive alternative. Best practice may be to empower and value the complainant in order to resolve the interpersonal power dynamics in force and to conduct mediation along with a peer who can advocate for the complainants for best systematic change in a win/win resolution improving both outcomes-one for the individual and one for the system (Crosbie, 2008).

Kind Regards  
Janice Crosbie

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