

# COMPLAINTS POLICY & PROCEDURES

## Preamble

Kyabra welcomes grievances/complaints/feedback as opportunities to continuously evaluate and improve our activities and accountabilities. We will foster an environment in which clients, employees, volunteers and any other stakeholders can exercise their rights to raise issues of concern.

## Policy

Complaints/feedback mechanisms shall be available to and easily accessible for all stakeholders including clients, employees and volunteers. Kyabra shall ensure that stakeholders are made aware of these mechanisms and that complaints are handled in a just and respectful manner.

For the purposes of this policy, a complaint may be any dispute or conflict that arises between stakeholders of Kyabra.

All criminal issues will be referred to appropriate authorities (i.e. Police and/or Child Safety).

## Procedures

### Informal Complaint

Person reports complaint, or provides feedback, regarding area of concern.

If the complaint/feedback is of a service-specific nature, the relevant manager documents the complaint/feedback in the “Client/service-user complaints register” and follows up on any agreed upon actions.

Information contained in each service area’s complaints register is used to inform the relevant team planning processes and, if appropriate, operational planning processes.

If the complaint/feedback applies across the organisation, the CEO documents the complaint/feedback in the “organisational complaints register” and follows up on any agreed upon actions.

Information contained in the “organisational complaints register” is used to inform operational planning processes (if appropriate).

If the issue is unresolved and/or the person wishes to register a formal complaint / grievance, the following process is commenced:

**STEP 1:** Mediation or dispute avoidance. Involved parties meet to discuss issues

If Unresolved

**Within 7 working days:**

**STEP 2:** Formal Complaints Procedure initiated

- Person with complaint or issue meets with relevant Team Leader (Client/service-user encouraged to have a support person present for any meetings) (*\*see information at end of document*)
- Team Leader to mediate with parties involved
- Documentation to be kept by Team Leader and forwarded to Staff Personnel file (if involving a staff person) and to the person with the complaint or issue

If Unresolved

**Within 7 working days:**

**STEP 3:**

- **Person with complaint or issue meets with relevant Team Leader or any member of Management Team who has consultation with appropriate parties.**
- Documentation to be kept by Manager and forwarded to Staff Personnel file (if involving a staff person) and to the person with the complaint

If Unresolved

**Within 7 working days:**

**STEP 4:**

- Person with complaint or issue meets with CEO who has consultation with appropriate parties
- Documentation to be kept by CEO and forwarded to Staff Personnel file (if involving a staff person) and to the person with the complaint
- CEO decides upon action to be taken

If Unresolved

**Within 7 working days:**

**STEP 5:** Taken to Executive Board

- CEO/Person with the complaint to inform in writing, the Executive Board President.
- Within 7 days Executive Board to be informed
- Executive Board resolves within 28 days of being informed
- An extension of time may be negotiated where considered necessary

Note: The Executive Board will always be involved if legal action is initiated or if the complaint or issue is with the CEO.  
All criminal issues will be referred to appropriate authorities (i.e. Police and/or Child Safety).

The “Clients/service-users complaints register” from each service area is to be provided to the General Manager on a six-monthly basis to be collated on an organisational register. The “Clients/service-users complaints registers” from other (non-service) areas are to be provided to the CEO on a six-monthly basis. These will also be collated on the organisational register.

This information is then discussed by Organisational Management Team and used to inform organisational planning, as appropriate.

\*Clients/service-users can also contact people outside the organisation to support them in resolving the issue.

This may include:

- A friend
- A local politician
- Police
- A legal service
- Human Rights & Equal Opportunity Commission  
[www.hreoc.gov.au](http://www.hreoc.gov.au)  
Phone: 1300 656 419
- Department of Justice & Attorney General  
[www.justice.qld.gov.au](http://www.justice.qld.gov.au)  
Phone 07 3239 3520
- Welfare Rights Centre  
[www.wrcqld.org.au](http://www.wrcqld.org.au)  
Phone 07 3847 5532
- Department of Communities  
[www.communities.qld.gov.au](http://www.communities.qld.gov.au)  
Phone: 3224 8045
- Queensland Aged & Disability Advocacy Inc (QADA)  
[www.qada.org.au](http://www.qada.org.au)  
Qada supports clients with concerns regarding their Home and Community Care and Queensland Community Care Services.  
Phone: 1800 818 338 [info@qada.org.au](mailto:info@qada.org.au)
- Housing & Homelessness Services  
(formerly Dept of Housing)  
[www.housing.qld.gov.au](http://www.housing.qld.gov.au)  
Phone: 07 3227 7111  
Phone: 07 3214 5729
- Family Relationship Services Australia  
[www.frsa.org.au](http://www.frsa.org.au)  
Phone: 02 6162 1811