

COMPLAINTS AND FEEDBACK POLICY & PROCEDURES

Preamble

Kyabra welcomes complaints/general 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 and provide feedback, in a safe environment.

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 confidential and respectful manner. No individuals will be disadvantaged in any way from lodging a genuine complaint.

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 as soon as possible (i.e. Police and/or the relevant Department).

Record Keeping

If the complaint/feedback is of a service-specific nature, the relevant Coordinator/Manager documents the complaint/feedback and follows up on any agreed upon actions. The information is entered into the Complaints/Feedback Register which is saved in the Organisational Management Team's files. The information is entered by the relevant Manager or provided to the General Manager. The Manager discusses complaints/feedback with the General Manager during supervision sessions. Information contained in the complaints/feedback 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 General Manager will document the complaint/feedback in the "*Complaints/Feedback Register*" and this is then discussed during Organisational Management Team meetings. The General Manager/CEO will follow up on any agreed upon actions. Information contained in the "*Complaints/Feedback Register*" is used to inform operational planning processes (if appropriate).

Any records regarding complaints will be kept for at least 5 years or as required by law.

Anonymity

Individuals can choose to make an anonymous complaint however this can limit the investigations possible and Kyabra would not be able to notify the complainant of the outcome.

Whistleblowing

For the purpose of this Policy, Whistleblowing is defined as making a complaint about suspected or actual serious misconduct within Kyabra. Examples of serious misconduct include behaviours that are illegal, unethical, fraudulent, corrupt and unsafe.

Kyabra encourages individuals to report any actual or suspected misconduct via the Kyabra Complaints and Feedback Policy and Procedures or report directly to the relevant authorities.

All new staff members are provided with information regarding Kyabra's policies during orientation and via regular "policy of the week" email updates.

Support/Advocacy

Kyabra encourages individuals to access an informal or formal advocate during any stage of this process.

Some examples of support could be:

- A friend or family member
- A local member/politician
- **Caxton Legal Centre**
www.caxton.org.au
Phone: 07 3214 6333
- **Legal Aid**
www.legalaid.qld.gov.au
Phone: 1300 651 188
- **Queensland Aged & Disability Advocacy Inc (QADA)**
www.qada.org
Phone: 1800 818 338

Procedures

**Note: At any time, clients are able to access support from the external parties listed below. It is not a requirement that the complaint/feedback is lodged with Kyabra in the first instance.*

Informal Complaint

STEP 1:

Individual reports complaint, or provides feedback to the person involved or relevant Coordinator/Supervisor. A meeting will be held with the relevant individuals to discuss the matter and find a resolution.

If the issue is:

- a) Unresolved at this level and/or
- b) The matter is of a serious nature and/or
- c) The person wishes to register a formal complaint

Then the following Formal Complaint process is commenced:

Formal Complaint

STEP 2: Formal Complaints Procedure initiated

- Person with complaint or issue meets with relevant Manager (Client/service-user encouraged to have a support person present for any meetings)
- Manager to mediate with parties involved
- Documentation to be kept by Manager 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 Manager 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

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Date of last review: November 2022

Date for next review: November 2024

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.**

Appeals

If the complainant is unsatisfied with the outcome achieved via *Kyabra's Complaints and Feedback Procedure*, they can lodge an appeal in writing to the President of the Executive Board. The President would then appoint an external consultant to review the complaint and the process and actions taken to date. The consultant may request further information from all stakeholders. The consultant will advise the complainant and the President of the Executive Board of their findings, within an agreed timeframe.

If the complainant remains unsatisfied with the outcome achieved via *Kyabra's Complaints and Feedback Procedure* then these organisations may be able to assist them in resolving the matter:

- **Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**
Website: www.communities.qld.gov.au
Phone: 1800 491 467
Email: feedback@communities.qld.gov.au
- **Department of Children, Youth Justice and Multicultural Affairs**
Website: www.csyw.qld.gov.au
Phone: 1800 080 464
Email: feedback@csyw.qld.gov.au
- **Department of Communities, Housing and Digital Economy**
Website: www.chde.qld.gov.au
Phone: 13 74 68
- **Department of Education and Training**
Website: www.education.qld.gov.au
Phone: 13 74 68
- **Queensland Human Rights Commission**
Website: www.qhrc.qld.gov.au
Phone: 1300 130 670
Email: enquiries@qhrc.qld.gov.au

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- **Anti-Discrimination Commission of Queensland**
www.qhrc.qld.gov.au
Phone: 1300 130 670
<https://www.qhrc.qld.gov.au/complaints/making-a-complaint>
- **Office of the Information Commissioner Qld (Privacy matters)**
Website: www.oic.qld.gov.au
Phone: 07 3234 7373
Email: enquiries@oic.qld.gov.au
- **Queensland Ombudsman**
Website: www.ombudsman.qld.gov.au
Phone: 1800 068 908
- **Office of the Public Guardian**
Website: www.publicguardian.qld.gov.au
Phone: [1300 653 187](tel:1300653187) (for Adults) or [1800 661 533](tel:1800661533) (for Children)
- **National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission**
Website: www.ndiscommission.gov.au
Phone: 1800 035 544

Relevant Documents:

Kyabra Complaints/Feedback Register