

## POLICY:10.2 Grievance and Complaints Management

### **Procedure: 10.4 Complaints Management**

The Service recognises the value of complaints as an essential tool in responding to and evaluating services for children and young people. This complaint procedure is specific to families, children and young people receiving services from Educators and/or the Service.

#### **10.4.1 Linking to Policy**

This procedural guidance should be read in conjunction with the Service's **10.2 Grievance and Complaints Management** and will assist the Approved Provider, management, staff (Nominated Supervisors, Coordinators and administrative staff members), Educators, Educator Assistants and parents to implement the policy. The procedure covers:

#### [10.4.2 Complaints System](#)

#### [10.4.3 First Contact for Complaints](#)

#### [10.4.4 Timeframe for Responding to Complaints](#)

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#### **10.4.2 Complaints System**

A complaints system protects the rights of clients of the Service, Educators and staff, to fair treatment and allows them to be heard.

It also serves as an essential role in terms of the Service's provision of education and care. The Service complaints system helps:

- aggrieved people to be heard
- deters unfair treatment and abuses
- assists responsiveness to all parties' needs
- assists with outcome evaluation
- signals appropriate direction for the Service's improvement
- reduces emotional stress.

Complaints can be made verbally, however a request can be made for the complaint to be provided in writing before further action will be taken.

### 10.4.3 First Contact for Complaints

In the event of a person wishing to make a complaint:

- the Coordinator is to be the first contact for all complaints and, in their absence, the Head Coordinator.
- if the complainant is unsatisfied with the response provided, they may forward their complaint through the successive tiers of the organisation. That is:
  - o The Nominated Supervisor; or
  - o CEO and then Board of Directors.

### 10.4.4 Time Frames for Responding to Complaints

The timeframe for responding to a complaint is critical to ensuring the complaint is dealt with promptly. The following process applies:

- complaints must be reported within ten (10) working days of the incident
- the complaint will be responded to within ten (10) working days of it being reported, with the complainant to be provided with information on the process which will be undertaken
- depending on the complexity of the complaint, it is anticipated the complaints process will be completed within 30 days, however, it has a maximum time frame of 45 days.
- follow up will occur within 30 days of completion of the process to ensure agreed compliance is occurring in practice.

### 10.4.5 Non-Victimisation

The Service will ensure:

- any complaints made are treated respectfully and investigated promptly, confidentially and impartially
- persons who make complaints, or who are witnesses, are assured that they will not be victimised in any way nor disadvantaged within the Service or any future associations they have with the Service
- complainant's permission will be obtained before any information being given to other parties, which may be desirable to be involved to satisfactorily resolve the complaint.

### 10.4.6 Actions and Responsibilities

ACTION	RESPONSIBILITY
<p>When a complainant first makes contact regarding the raising of a complaint:</p> <p>The Coordinator will confirm with the complainant if they wish to follow a formal complaint process or not. At times, complainants may want to express grievances but not wish to participate in a formal complaint process.</p> <p>If they wish to register a complaint without engaging in the formal complaints process, then the following process will be used.</p> <ol style="list-style-type: none"> <li>1. If the complaint is about an Educator or Service staff member, the person/persons will be informed of the complaint and asked for their response.</li> <li>2. If the complaint is justified, the Nominated Supervisor will decide whether the complaint can be concluded at this level or further action is required, including referring the matter to the CEO to be dealt with through the disciplinary process.</li> <li>3. If the complaint is, in the opinion of the Nominated Supervisor, unjustified, then the complainant will be informed and reasons provided.</li> </ol> <p>If the complainant is unsatisfied with the outcome, they may choose to use the formal complaints process.</p>	<p>Coordinator and/or Head Coordinator and/or Nominated Supervisor</p>
<p>Formal Complaints Process</p> <ol style="list-style-type: none"> <li>1. Complainants are encouraged to raise their complaint with the person/s concerned in the first instance. If necessary, the Coordinator or Nominated Supervisor may facilitate mediation between the two parties.</li> </ol>	<p>Complainant.</p>
<ol style="list-style-type: none"> <li>2. If the Complainant is not satisfied with the outcome, the next appropriate step for them will be to refer their complaint to the Nominated Supervisor or in their absence, Head Coordinator/Coordinator. A Complaints Record Form will be completed to formalise the complaint.</li> </ol>	<p>Complainant, Nominated Supervisor/Team Leader, Coordinator.</p>
<ol style="list-style-type: none"> <li>3. If the Complainant is not satisfied with the outcome or not happy to discuss the issue with the staff member concerned, they should proceed to contact the CEO of Inala Community House who will investigate the complaint and endeavour to resolve</li> </ol>	<p>Complainant/Managing Director</p>

<p>the matter. If required, the CEO may facilitate mediation between the two parties.</p> <p>The Complainant can use an advocate to negotiate on their behalf. A Complaints Record will be completed by the CEO to formalise the complaint. The Complainant may be asked to formalize their complaint in writing and will be supported in the writing up of the complaint.</p>	
<p>4. If the issue is still not satisfactorily resolved, the Complainant should raise the issue with the Board of Directors of Inala Community House.</p> <p>This will need to be in writing to the President of Inala Community House, referring to the previous steps already undertaken.</p> <p>The CEO will support this process.</p>	<p>Complainant/ Board of Directors Delegate</p>
<p>5. The Board of Directors will nominate a representative to investigate and prepare a response to the complaint.</p>	<p>Board of Directors Delegate</p>
<p>6. If the above process still does not resolve the complaint for the Complainant, they have the right to raise the issue with the Regulatory Authority.</p> <p>7. Contact should be made to the Queensland Department of Education (the Regulatory Authority) or Australian Government, (FAL issues) Department of Education, Skills and Employment depending on the issue.</p> <p>The CEO will support this process.</p>	<p>Complainant</p>
<p>8. The Complainant should be informed of the outcome of their complaint and asked for feedback on the complaint's procedure.</p> <p>Where complaints highlight the need for improved processes these improvements will be referred to the next Board of Directors meeting for consideration.</p>	<p>Nominated Supervisor /Head Coordinator/CEO</p>

## Review

	<b>Date</b>	<b>Details</b>
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	11/2020	Reviewed and separated from Policy

## Related Documents

### Policies

10.2 Grievance and Complaints Management

### Forms/Records

ICH Feedback and Complaints Policy

ICH Feedback and Complaints Brochure

### Reference

Refer to 10.2 Grievance and Complaints Management