



Complaints Policy

Major changes to this document: Rebrand.

1.0 Purpose

This policy outlines how we manage complaints and feedback received from our clients, communities and stakeholders.

2.0 Principles

We want our clients and stakeholders to give us feedback because it helps us to continuously improve our services.

We work with people from CALD backgrounds, including children and young people so we make sure our processes are easy to understand. We give information to our clients when they start services with us and it is also available on our website and in our reception areas.

Our employees are given information on our complaints process and the steps they need to take if they receive a complaint.

People who provide feedback or make a complaint can be confident that they will be treated professionally and with respect.

No one will be disadvantaged by making a complaint or experience any loss or reduction in the quality of the service they receive from us.

3.0 Scope

This policy and related procedure applies to any complaint/feedback we receive from our clients, communities and stakeholders about our services, policies, and/or the standard of conduct or service of our employees, volunteers, Board of Directors and student placements.

Complaints made by our employees are outside the scope of this policy and managed under our Human Resources policies and procedures.

4.0 Policy Features

4.1 Effective and timely resolution

Employees should try to manage all minor complaints directly at the first point of contact. If it cannot be resolved at this level (or is a more serious complaint that needs investigation) it must be escalated in accordance with our procedure:

1. Point of Service/Program Level

If a complaint cannot be resolved at the Point of Service, or a complainant is dissatisfied with the outcome/response, an internal review will be triggered.

2. Internal Review

If a complaint cannot be resolved via internal review, the complainant will be advised of their options for external review.

3. External Review

Depending on the type and nature of the complaint, potential sources of external review include the relevant funding body and the Office of the Information Commissioner.

4.2 Privacy and confidentiality

Information about a complaint will only be shared with people who need to know about it to action it.

Any employee involved in receiving and actioning a complaint must keep the information confidential.

All documents and information relating complaints are treated confidentially in line with the Privacy Act 1988 (Cth.) and Australian Privacy Principles.

Complaints investigation and outcome records (including employee personnel records) are kept indefinitely if they relate to children and young people, or the aged care sector.

4.3 Complaints Register and Reporting

Our Complaints Register is maintained by the Critical Documents Officer so we can track all feedback, provide reports to our Board and continuously improve policies, procedures and services.

Records of complaints involving employees are tracked using our HR management system.

Complaints are also reported to our funding bodies as per our contract requirements.

5.0 Policy Owner

The Executive Management team will review this policy and procedure every two years to ensure its effectiveness and its compliance with relevant legislation and/or funding agreements.

6.0 Responsibilities

These people...	Are responsible for...
<i>CEO & Executive Managers</i>	<ul style="list-style-type: none"> • Reviewing this policy and procedure • Making sure all team members are aware of and follow the process • Investigating, reviewing and resolving complaints • Reporting to the Board
<i>Senior Managers, Team Leaders</i>	<ul style="list-style-type: none"> • Making sure all team members are aware of and follow the process • Investigating, reviewing and resolving complaints • Reporting complaints to funding bodies and the Critical Docs Officer
<i>All employees</i>	<ul style="list-style-type: none"> • Understanding and following the complaints process • Handling minor complaints at first point of contact • Referring complaints to line managers if they are not resolved
<i>Board directors</i>	<ul style="list-style-type: none"> • Investigating, reviewing and resolving serious complaints where required

7.0 Definitions

Complaint

An expression of dissatisfaction with, or concern about, the standard of service provided by Multicultural Australia. It may also relate to the conduct or performance of our employees, volunteers, directors and student placements. A complaint may be about:

- Unreasonable delay
- Inadequate service, explanation or reasons
- Factual error in a decision making process
- Human error
- Procedural deficiency
- Discriminatory action or decision
- Flawed administrative process

- Inadequate knowledge/training of staff
- Unprofessional behaviour, breach of duty/misconduct by a staff member, volunteer, Director or subcontractor

A complaint may be expressed verbally or in writing and/or in the client's first language. In the interests of natural justice, verbal complaints will be documented.
Culturally and linguistically diverse

CALD**Related Documents**

- [Complaints Procedure](#)
- [Complaints Form](#)
- [Complaints Information Sheet](#)
- [Decision Making Delegations](#)
- [Code of Ethics and Conduct](#)
- [Conflict of Interest Policy](#) and [Declaration of Interests Procedure](#)
- [Privacy Policy](#)
- [Client Service Charter](#)
- Funding body Complaints Policy and Procedures