



Document Name:	Complaints and Feedback Policy
Document Version:	V2
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1. Purpose:

To support clients and partners in providing feedback to Whittlesea Community Connections (WCC) and to support WCC in resolving complaints and feedback.

2. Objective:

To ensure that complaints are dealt with in a fair and impartial manner and that complaints are resolved in a timely and effective way.

3. Scope:

This policy applies to all clients and external stakeholders.

4. Definitions:

Complaint: Is any expression of dissatisfaction made to an organisation related to its services or service quality, decisions, policies, procedures, charges or fees, employees, volunteers, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

Feedback: Is information about reactions to a product or service, a person's performance of a task, the programs offered and the organisation generally which is used as a basis for improvement.

5. Policy:

WCC encourages its clients, community members and agency partners to provide both positive and critical feedback on services delivered. WCC recognises that complaints inform service planning and assist in identifying strategies to address any areas requiring change at an individual or organisational level.

Complaints will be managed sensitively, objectively, confidentially and promptly. Solutions and outcomes of the complaint will be identified and communicated clearly.

WCC commits to taking all reasonable steps to ensure that the complainant will not be adversely affected because of the complaint and will continue to provide services, where appropriate.

5.1 Responsibilities:

The CEO is responsible for:

- Overall management and monitoring of complaints.
- Exercising primary responsibility for receiving and resolving complaints and any conflict in a timely and fair way.
- Providing leadership in demonstrating a commitment to the resolution of complaints made to WCC.
- Making any final decisions relating to grievances.
- Providing independent impartial advice and assistance to staff who have been delegated the task of handling a complaint.
- Advising people of their right to make a complaint where appropriate.
- Providing advice and assistance to people who have made a complaint.
- Providing impartial and confidential information to complainants about the procedure for dealing with complaints including listening to the issues and helping the person clarify the facts.
- Conducting internal reviews (where necessary) to gather further information related to the content of complaint
- Identifying systemic issues arising from complaints and implementing strategies to address these.

5.2 Process:

Steps for the Complainant:

Step 1: Identifying the Issue

- Work out what your complaint is about and what you would like WCC to do about it.

Step 2: Informal Resolution

- The complainant is to speak to the employee involved. Generally, as a first step the complainant would speak to the employee involved in the issue and see if concerns can be resolved together before a formal complaint is made.
- The discussion is to focus on what happened and what resolution the complainant is seeking.
- If the complainant is not satisfied with the discussion or resolution offered or if they prefer to speak with the CEO, the complaint can move to the formal stage of the complaint process.

Step 3: Formal Complaint Process

- The complainant contacts the CEO to make a formal complaint or the employee that the complaint relates to will brief the CEO on the informal complaint received and inability to resolve informally.
- The CEO will determine whether to complete the complaint form on their behalf or provide the complainant with the form and request that it be completed.

Step 4: Formal Complaint Process

- The CEO or delegated manager will manage the complaint.
- The CEO or delegated manager will acknowledge the complaint within 5 working days.
- The CEO or delegated manager will investigate client concerns and document the complaint.

- The complaint will then be investigated confidentially.
- The CEO or delegated manager is to contact the complainant to discuss the circumstances of the complaint in more detail.
- Other relevant facts will also be examined including speaking with other people who were involved or may have relevant information about the circumstances leading up to the complaint.
- The CEO or delegated manager is to inform the complainant about the status of the complaint throughout the key stages of the process.
- Once the relevant facts have been examined the delegated manager in consultation with the CEO is to identify possible outcomes to resolving the complaint.

Step 5: Outcome of Complaint

- The CEO is able to communicate the outcome and any steps the organisation has taken as a result of the complaint in the manner the complainant would most like. This can include a letter, phone call or face to face meeting.
- All complaints and feedback will be recorded in a Complaints and Feedback Register to inform future service improvements and make appropriate service and system changes. The Register will be provided to the Board on a quarterly basis.

6. Contact

For questions about this Policy please contact CEO WCC.

7. Authority:

This Policy is approved by WCC board and will be reviewed biennially.

Related documents

Related procedures, guidelines, forms etc	Client Complaint Form
Related frameworks	
Related policies	
Relevant legislation or standards	

Document Change History

<u>Version</u>	<u>Status*</u>	<u>Comments</u>	<u>Author</u>	<u>Ratified by</u>	<u>Date Ratified</u>
V1	Endorsed	New Policy	Belinda Leon – Manager Community Support	Board	August 2017
V2	Endorsed	Updated format	Sandra Natale – Quality Consultant	CEO	March 2020

** Valid values for this column are: DRAFT, ENDORSED, REVIEWED (no revision)*



Client Complaint Form

Client Information:	
Your Name:	Preferred contact method Phone: Or Email:
Name of staff member supporting the completion of this form (if applicable):	

Complaint Information:
Complaint Date:
Complaint Details: <i>Describe in detail the nature of your complaint, including the name of any individuals involved and any witnesses or proof you might have. Date of the incident and actions of those involved.</i>
How would you like the complaint to be resolved?