

Client Complaints and Grievances

Policy The organisation is committed to handling and resolving client complaints in a confidential, fair, and timely manner.

Definitions Nil

Procedure

Types of Complaints

There are many factors that influence a client's decision to make a complaint. There is also a range in the types of complaints that can be made. Examples of factors and types of complaints include:

1. Service delivery complaints
 - dissatisfaction with service provision
 - accuracy and timeliness of information
 - communication breakdown
 - cultural issues
 - stress and fatigue
 - incidents of conflict
 - inappropriate behaviour of staff and volunteers
 - poor maintenance of facilities and equipment
 - client abuse, harassment, discrimination, and neglect
 - breach in client confidentiality.

2. Governance complaints:
 - financial mismanagement
 - fraud
 - procedures followed not in accordance with the organisation's constitution or organisational policies.

3. Complaints of potentially criminal nature:
 - If the complaint has criminal implications, such as fraud or abuse, then the Police should be notified immediately.



Methods of complaint

There are two ways clients may choose to make a complaint to the organisation:

- verbal – face to face or by phone
- written – formal letter, e-mail.

Anonymous complaints

Some clients may wish to remain anonymous in making their complaint. This should be respected, and the complaint investigated.

Responding to complaints

All client complaints should aim to handle and resolve every complaint immediately, wherever possible, using the following process:

Verbal complaints

- It is suggested that employees:
 - listen carefully and respond to the client in a polite and respectful manner
 - clarify your understanding of the complaint and ask the client how they would like the complaint resolved. Wherever possible, try to resolve the complaint at the time.
- If the circumstances do not allow the complaint to be resolved immediately, direct the complaint to the CEO.
- If the CEO is unavailable, the complaint should be directed to the staff member with the most appropriate skills to handle the matter, e.g., COO, Administration Officer.
- If the client wishes only to speak with the CEO, arrange a meeting between the CEO and the client at a time that is mutually convenient.
- Advise the client that they may submit the complaint in writing. See [Client Complaint Form](#).
- Follow the process for written complaints below.
- Record complaint in the Client Complaint register.

Written complaints

- All complaints of a serious nature, e.g., corruption, fraud, harassment, etc. should be submitted in writing and referred to the CEO for investigation. If the complaint involves the



CEO or the client feels that the CEO is not the appropriate person to handle the complaint, refer the matter to second Director Doug Ivins.

- Upon receiving a written complaint, the CEO should aim to provide a response within ten (10) working days.
- The response may include the following:
 - confirmation that the complaint has been received and the matter is being investigated
 - an understanding of the complaint
 - suggested actions for resolving the complaint
 - complaint process, including the estimated timeframe for resolution
 - client satisfaction and right to appeal
 - contact name and number.

Appeals and seeking outside assistance

- If the complaint involves the CEO/Director, Kylie Ellison, the matter can be referred to the second Director Doug Ivins.
- If the complaint cannot be resolved internally, an option could be to seek support from the Dispute Resolution Branch of the Department of Justice and Attorney General.

Dispute Resolution Branch, Brisbane Magistrates Court

Level 1, 363 George Street, Brisbane Qld 4000

Email: drc.sq@justice.qld.gov.au

Ph: (07) 3239 6007, Toll free outside Brisbane 1800 017 288

Fax: (07) 3239 0200

Hours: Monday to Friday, 9:00am to 4:30pm

- If the complaint still cannot be resolved, the client should be informed that they have the right to make a complaint to the Office of the Ombudsmen.

Queensland Ombudsmen

Level 18, 53 Albert Street, Brisbane QLD 4000

GPO Box 3314, Brisbane QLD 4001

Ph: (07) 3005 7000, Toll Free (outside Brisbane): 1800 068 908

Fax: (07) 3005 7067

Website: <https://www.ombudsman.qld.gov.au/about-us/contact-us>

Hours: Monday to Friday, 8:30am to 5:00pm

- For all NDIS related complaints, clients can access the NDIS Quality and Safe Guards Commission on Ph: 1800 035 544 or via website www.ndiscommission.gov.au

Seeking Feedback

C4PT conduct online surveys with clients every 6 months to gain feedback for continuous improvement, with results reviewed at a Senior Management Team level.