



Client and Stakeholder Complaints Policy

Major changes to this document: Scheduled review only.
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1. Purpose

This policy outlines how our clients, stakeholders and other members of the community can make a complaint or provide feedback and the process around how we will manage them.

2. Principles

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

We try to make our processes easy to understand and make sure that information about this policy and associated processes is readily accessible.

We want our clients and stakeholders to feel confident and comfortable in giving us constructive feedback or making a complaint.

We are committed to ensuring that any person who provides feedback or makes a complaint is treated professionally and with respect and is not disadvantaged because of providing feedback or making a complaint.

3. Scope

This policy applies to any complaint or feedback we receive from our clients, stakeholders and other relevant members of the community regarding our service or our employees.

For example, a complaint may be about:

- unreasonable delay
- inadequate service, explanation or reason
- factual error in a decision making process
- human error
- procedural deficiency
- discriminatory action or decision
- flawed administrative process
- inadequate knowledge/training of employees or
- unprofessional behaviour, breach of duty/misconduct by a employee, volunteer, Director or subcontractor.

Complaints made by our employees, contractors or volunteers are outside the scope of this policy and are managed under the [Grievance and Dispute Resolution Policy](#).

4. How to make a complaint

All clients, stakeholders and other members of the community can make a complaint or give feedback.

Complaints and feedback can be made verbally or in writing via email or letter. Verbal complaints can be made by phone or in person to any employee.

Written complaints should be sent to:

The Critical Documents Officer
28 Dibley Street
Woolloongabba Qld 4120

or

cdofficer@mcaus.org.au

Assistance in making a complaint

Our employees can assist if you need help in making a complaint. They can help you put your complaint into writing, arrange an interpreter and give you information about our complaints and feedback process.

Process for resolving a complaint

The process for resolving your complaint will depend on the nature of your complaint.

For example, some complaints may be able to be resolved by us providing you with further information or discussing alternative service options with you. Other complaints may require us to review documents, conduct interviews with employees and/or other persons and provide you with a more formal outcome or decision.

Where you make a verbal complaint, the employee receiving your complaint will try to resolve it with you quickly and directly.

If the matter is more serious and requires further investigation or consideration, you will be asked to put your complaint into writing. Our employees can assist you to do this and will ask you to review what they write down to make sure they have recorded your feedback correctly.

Where a written complaint is made, we will aim to acknowledge the complaint within 7 business days of receipt. We will then assess your complaint and may provide you with information on how we intend to investigate, manage and resolve it.

Where possible we aim to investigate and resolve complaints within 28 business days.

Depending on the nature of the complaint and the findings of any investigation, complaints may be resolved by:

- us providing you with a written apology or explanation of what has occurred
- us correcting or updating information we hold about you in our records
- us reviewing or changing a policy, procedure, system or practice
- any other reasonable or appropriate action.

Where appropriate we will aim to inform you of the outcome of your complaint and the action we intend to take in response to any failings that were identified.

In some circumstances it may not be appropriate or possible for us to provide you with this information (for example where your complaint relates to matters that you have observed rather than experienced yourself, or where the confidentiality of other persons needs to be maintained).

External review

If you are unhappy with how we are handling or have resolved your complaint you are encouraged to first raise the issue with the CEO.

If you remain dissatisfied, depending on the nature of your complaint, there may be external bodies that you can make a further complaint to. For example, if you receive a service through us, you may make a complaint to the funding body or, if your complaint relates to how we have managed your personal information, you may make a complaint to the Office of the Australia Information Commissioner.

External bodies typically expect you to have tried to resolve the issue internally first.

Privacy and confidentiality

When making a complaint the information you provide will be kept confidential and will only be shared with:

- people who need to know about it in order to investigate, manage or resolve it
- our Board (for internal reporting, oversight and improvement purposes)
- our funding bodies (as per contractual obligations), and
- (where necessary) our legal and professional advisers.

Our Critical Documents Officer maintains complaints records.

Our [Privacy Policy](#) also applies to the information collected in relation to a complaint.

5. Policy Owner

The Executive Leadership 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. Responsibilities

These people...	Are responsible for...
ELT	<ul style="list-style-type: none">• Reviewing this policy and procedure• Making sure all team members are aware of and follow the complaints handling process• Investigating, reviewing and resolving written complaints• Maintaining and providing to Critical Documents records of complaints and actions taken to resolve• Reporting to the Board and funding bodies.
Senior Managers Program Managers Team Leaders	<ul style="list-style-type: none">• Making sure all team members are aware of and follow the complaints handling process

These people...	Are responsible for...
	<ul style="list-style-type: none">• Investigating, reviewing and resolving written complaints• Reporting complaints to funding bodies and the Critical Documents Officer• Maintaining and providing to Critical Documents records of complaints and actions taken to resolve.
All employees	<ul style="list-style-type: none">• Understanding and following the complaints handling process• Handling minor verbal complaints at first point of contact• Assisting complainants to put their complaint into writing (more serious complaints)• Referring complaints to line managers if they are not resolved• Maintaining and providing to Critical Documents records of complaints and actions taken to resolve.
Board Directors	<ul style="list-style-type: none">• Investigating, reviewing and resolving serious complaints where required• Maintaining and providing to Critical Documents records of complaints and actions taken to resolve.

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