

Policy Statement

CatholicCare Social Services will respond to all complaints in a transparent and timely manner, without retribution, and will deal with them fairly, promptly, and confidentially.

[Note: Complaints that relate to criminal matters shall be referred to the police and shall not be assessed by CatholicCare]

Scope of Application (Responsibilities)

The following people have a responsibility in relation to this policy:

Line Managers are responsible for implementation and for ensuring that staff are aware of this policy and related procedures.

All staff, Board members and volunteers are responsible for compliance with this policy and related procedures.

Details

The Complaints Policy and related procedures will:

- detail how a complaint will be dealt and the choices available to clients, staff, volunteers and management;
- outline the timeline for dealing with the complaint;
- and explain how the principle of natural justice will be utilised.

An **informal complaint** is made when a client speaks to a service delivery person or phones a line manager, and the appropriate staff follow the informal procedure to try and resolve the issue in a non-threatening, accessible and timely manner.

A **formal complaint** is made when a client lodges a written complaint with the Director, and the appropriate staff (including the Complaint Manager) follow the formal complaint process to resolve the issue in a non-threatening and accessible manner.

Unresolved complaints are referred along a pathway, including external bodies, until resolution is reached.

Complaints regarding child protection issues will be prioritised and the safety and well-being of children will be prioritised.

Definitions

Complainant - Any person who makes a complaint regarding service provision by a CatholicCare service/staff member – may include stakeholders other than clients, carers, family members etc.

For more information, please call 1300 477 433 or [Click Here](#) to contact us.

Other Documentation:

Policies:

Child Protection Policy

Procedures:

Complaints Register

Client Complaint Form

Client Information Brochure

Client Feedback Form

Consequences:

Failure to comply with this policy and associated procedures shall result in disciplinary action which may include termination of employment.

Date approved: 12/2014	Last review date: 07/2019	
Authorised by: Board	Next review date: 09/2021	Version: 5.0