

## POLICY 2.6 COMPLAINTS POLICY

### DOCUMENT CONTROL

Responsible Officer Manager/Management Committee	Policy Number: 2.6
Contact Officer: Manager	Policy Area : CLIENT SERVICES
Effective Date: 1.7.19	Review Date: 30.6.26
Queensland Standards for Community Services Standard 2 : Service Access Standard 3 : Responding to Individual Need	

### PURPOSE

The purpose of this policy is to provide a clear process whereby clients, stakeholders or members of the community may make a complaint about matters related to The Community Place (TCP)

### POLICY STATEMENT

TCP acknowledges that in many cases, demonstrated dissatisfaction will be a concern which the person wishes to give feedback on, rather than a complaint. A concern indicates a level of anxiety or uneasiness in regard to a person or service of the organisation.

A concern becomes a complaint when a service user, stakeholder or other person:

1. indicates they wish to pursue the matter through the formal complaints process; or
2. the matter is not resolved informally to the satisfaction of the concerned person and that person indicates they wish to pursue the matter further.

TCP will endeavour to resolve all concerns or complaints quickly, in a confidential manner, with regard to the rights of all parties and without retribution.

### PROCEDURES

Staff or members of the Management committee when approached with a concern or query should assist that person in line with their roles and responsibilities, or refer them to an appropriate person.

A complaint can be made directly by a client, stakeholder or community member, or through an advocate or support person. A complaint may be done in person, over the phone or in writing via email or post.

Where staff members have a complaint or concern, this should be dealt with in line with TCP Staff Grievance Procedure.

A complaint against TCP may be made regarding any of the following:

- Any problem they may be having with the service
- Any problem concerning an employee, student or volunteer working with the service
- Any problem relating to a decision made by the service
- Any problem with an activity or event organised by the service

All complaints will be documented on a complaints form and given to the Manager for review and further action if required. A copy of the complaint and the outcome will also be provided to the Executive of the Management Committee. The person concerned must be informed that this will occur and given an assurance that their complaint will be dealt with in a confidential manner, with regard to the rights of all parties and without retribution. The exception to this is when the other party/ies wish to obtain legal or other expert advice or assistance.

Anonymous Complaints can be made in writing to The Community Place either via our email or to our postal address. The Manager will assess the complaint and then forward this to the Management Committee for their discussion. The Manager and Management Committee will determine if any action is required after the complaint is received.

In some circumstances the Organisation may decide not to investigate a complaint made.

The circumstances under which the organisation may choose not to take action in respect of a complaint include:

1. Where the matter is currently being dealt with by another body i.e. a court or Government agency;
2. Where the matter has already been dealt with by another body i.e. a court or Government agency;
3. Where the matter occurred more than 12 months prior making investigation impractical; or
4. Where the matter has been previously dealt with and the organisation has decided that no further action will be taken.

If a decision to take no action is made by staff or the Management Committee the complainant will be informed of this and the reasons why within 30 days of making the complaint.

The steps to making a complaint by a client, stakeholder or community member are as follows:

1. Discussion of the complaint with a staff member or a representative of the organisation. Most concerns and complaints can be addressed informally and a satisfactory solution reached easily and quickly.
2. Where a concern cannot be addressed to the satisfaction of the person concerned through an informal process, the person is to be made aware of the organisation's formal complaints process, and assistance to access appropriate documents provided.
3. If the person wishes to pursue the matter through the formal complaints process, they can do so in writing either via post or email to the Manager. The matter can then be addressed either through written correspondence or a formal meeting with the Manager to discuss their complaint. A support person or advocate may be involved at the person's request. The discussions and any outcomes from this meeting will be documented with a copy sent to the person within five (5) working days.
4. Addressing it to the Executive of the Management Committee. If the complaint is about the Manager's decision making and/or behavior, the person should address this with the Management Committee. The person should mark their correspondence "**Confidential**" and addressed to the

**President of the Management Committee,  
The Community Place Inc  
PO Box 148  
Lutwyche 4030**

5. External appeal – if the person is dissatisfied with the outcomes of the internal process, or if they have grievances that they feel unable to express to The Community Place staff or Management Committee, then they have right to express these with an external party. Concerns can be addressed to the following

6. Complainants will receive written information regarding the outcome of their complaint from either the Manager or the Management Committee, whichever is relevant. This may be in addition to a face to face meeting with the Manager and Management Committee.

### **Notification of Complaints to Funding Body**

Community Members will have the opportunity to progress any complaint to Department of Communities through their complaints number on 1800 080 464.

The Community Place will inform the funding body of any serious complaints made against the organisation.

**Private and Confidential**  
**Contract and Service Development Officer**  
**for The Community Place**  
**Department of Communities**  
**PO Box 3022**  
**South Brisbane 4101**

### **Official complaints requiring notification to the Governing Body**

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#### **Documents related to this policy**

Related policies	2.1 Client Rights & Responsibilities 2.2 2.2 Access and Equity 2.3 2.5 Feedback & Evaluation 2.4 3.1 Code of Conduct
Forms or other organisational documents	Complaints Form

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#### **Revision record**

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next Date	Review
1.0	1.7.19	Mgt Committee	1.7.19	Annual	30.6.26	