

## **CatholicCare General Complaints Policy and Procedure**

### **Commitment**

CatholicCare is committed to a quality service and welcomes opportunities to improve service delivery through feedback from stakeholders or members of the public. CatholicCare takes any form of complaint seriously. Any individual or person acting on behalf of an individual can express dissatisfaction related to CatholicCare services or the process itself, without fear of retribution. Where complaints about staff/ volunteers/ Board Members occur, the principles of natural justice are utilised in the assessment process, except where complaints relate to criminal matters, in these circumstances all such complaints are referred to police and not assessed by the organisation

### **Basis/Standard**

All complaints will be dealt with appropriately and expediently.

### **Procedure**

- Stakeholders and members of the public are informed by the Complaints process through advertising on the website or promotional material.
- If required a relevant interpreter or advocacy service will be engaged to assist in communicating with the complainant.
- Staff and volunteers will make a note of all feedback including phone calls and other verbal feedback and advise their Coordinator/Manager of this feedback.
- External complaints may be handled by the Director relating to that section or by the CEOs Office, which ever is more appropriate.
- When a complaint comes in staff are to use the [Management Response to Complaint Form](#) to complete the complaint information. Both documents are kept together and they are to be both used to complete the complaints process.
- All parties to a complaint have the right to be heard with all the evidence and relevant information considered.
- Complaints assessed to be of a serious nature are to be raised at the next scheduled board Meeting to assess the need for any changes in the system or to service delivery and ensure the principles of natural justice are upheld.
- The Directors and the CEOs Office will maintain a feedback register.
- The feedback register will be reviewed annually at the Strategic Retreat to ascertain if there are any patterns for corrective and preventive actions. The register will not identify individuals.

- The respondent will recognise any complaint and will respond verbally or in writing within 2 working days of receiving the complaint.
- All correspondence will be documented.
- The respondent will attempt to resolve any complaint lodged within 28 working days of receiving the complaint or grievance.
- A complainant has the right to bring an advocate of their choosing to an interview, or have an advocate liaison on their behalf.
- Feedback is a standing item on the Leadership agenda.
- Complaint information will be stored in a secure location with The Directors Office.
- If at any stage during the complaint or grievance process the complainant is dissatisfied with the way their complaint is being handled or is not satisfied with the conclusion outside parties or organisation maybe used at any time throughout the complaints process.

### **Key Performance Indicators**

- Complaints/grievances are recorded, followed up within the designated timeframe and without retribution.
- Feedback Registers are used to record feedback and complaints.
- Complaints will be responded to within 2 working days of receiving the complaint
- Complaints will be attempted to be solved within 28 days of receiving the complaint.
- All parties are heard in a complaint.

### **Relevant Documentation**

- CatholicCare Non Discrimination Policy
- CatholicCare Privacy Policy and Procedure
- CatholicCare Confidentiality Policy and Procedure
- CatholicCare Human Rights Policy and Procedure
- CatholicCare Code of Ethics and Conduct
- Feedback Register
- Feedback/complaints form
- Contract specific general complaints policies and procedures where required

### **Records**

- Complaints Register
- Completed complaints form
- Record of corrective and preventive actions



## CATHOLICCARE'S HOW TO MAKE A COMPLAINT PROCESS

All complaints handled will uphold the values and principles of Consumer Privacy, Dignity and Confidentiality and will be treated in a fair and professional manner.

If you have a comment or complaint to make about a staff member, a program or the organisation, there are several ways to have your complaint heard and resolved. All complaints are taken seriously and are welcomed as an opportunity to continually improve the quality of our service delivery. If you lodge a complaint, it will not affect any current or future service that you receive from the program or the organization. You may make a complaint as follows:

**In person** to the relevant Manager or Director

**By phone** to the relevant Director or ring 6295 4304

**In writing** by fax, email or letter to the relevant Manager

The Complaints Register Form is available on the website [www.catholiccare.cg.org.au](http://www.catholiccare.cg.org.au) or you may contact a manager or The CEO's Office on (02)6295 4304 for a copy of a Complaints Register Form.

CatholicCare will recognise any complaint or grievance made and respond verbally or in writing within 2 working days of receiving the complaint.

CatholicCare will attempt to resolve any complaint lodged within 28 working days of receiving the complaint or grievance.

You have the right to bring an advocate of your choice to an interview.

You may view the CatholicCare Complaints policy and procedure on the website or you may request a copy from The CEO's Office (02)6295 4304.

CatholicCare Canberra is to comply with the Agency's Code of Ethics throughout the feedback process, including respect of privacy and confidentiality. When investigating complaints CatholicCare will maintain the confidentiality of all persons involved in the investigation. Your identity will not be revealed to anyone apart from the complainant or respondent, representatives or advocates, or to witnesses where information from witnesses is sought. If you require non-disclosure to the respondent or representatives or advocates, then it may not be possible to fully investigate your complaint.

If you require an interpreter or would like to access an advocate then CatholicCare can either arrange for one to be present or you may bring your own.



## **COMPLAINTS REGISTER FORM**

This form is designed to assist you with lodging a formal complaint against CatholicCare Canberra. Please complete this form and forward it to the address below.

Please be advised that this complaint may be viewed by an auditor as part of CatholicCare's ongoing accreditation process.

**THE COMPLAINTS REGISTER IS REVIEWED EVERY 12 MONTHS BY THE DIRECTORS OFFICE.**

Name:	
Contact Number:	Date: / /
Address (Optional):	
Complaint received by:	
Date: / /	

What is your complaint about? (Attach extra pages as necessary)

Have you discussed this with any member of CatholicCare Canberra?

Yes

No

If **NO**, Please state the reasons:

If **Yes**, what was the response?

What would be your preferred outcome? (Attach extra pages as necessary)

How do you believe your complaint could be resolved? (Attach extra pages as necessary)

Do you require this complaint to be kept confidential?  
Yes  No   
Please note: If you require confidentiality from other parties involved in this complaint then it may not be possible to fully investigate the issue.

The respondent will investigate any complaint regarding CatholicCare Canberra, and will report back to you within 2 working days of receiving your complaint.

**Signed:**  
**Complainant Name:** \_\_\_\_\_ **Date:** / /

Checklist  
Have you:  
 Reassured the complainant that all complaints are treated confidentially apart from other parties involved and that they will suffer no recriminations  
 Explained the complaints procedure  
 Thanked the complainant for their complaint, and explained that complaints/feedback are valuable in helping to maintain and improve the service

**Signed:**  
**Position:** \_\_\_\_\_ **Date:** / /

**This form should be forwarded to the appropriate manager/Director or the CEO at :**  
PO Box 3167  
Manuka, ACT. 2603