

## Client Complaint Policy

### Rationale

Clients have the right to complain about the service they are receiving, or have received, without fear of retribution. All information and feedback from clients, including complaints, can be opportunities to improve the quality of service provided quality of service provided.

CADA is committed to dealing with complaints in a serious and sensitive manner. The complaints process is designed to be prompt and responsive so that clients can have issues of concern dealt with quickly. Should a complaint from a client reveal a need, CADA will endeavour to improve its services, systems and decision-making processes in order to prevent future complaints.

### Policy Statement

The organisation recognises the importance of complaints in improving the way it delivers its services. The organisation is committed to providing a safe environment in which clients are able to make a complaint, and to ensuring that the complaints process is fair and culturally sensitive to the needs of individual clients.

The organisation treats all complaints seriously. The confidentiality of the complainant will be maintained at all times, except in circumstances where there is an immediate threat to the complainant or to a person being accused, or as required by legislation. Any client making a complaint will not be treated differently or disadvantaged as a result of lodging a complaint.

The organisation recognises the need for some clients to be supported during the complaints process, and will assist them by recommending external agencies/advocate groups that can provide professional advice and support. The organisation actively supports seeking the views of clients who are children and young people, who may need additional support to raise any concerns.

Where a complaint relates to a matter of a criminal nature, the matter will not be investigated by the organisation; it will be immediately referred to the police.

Information relating to the Client Complaint Procedure is available in accessible locations and is included in the Client Rights and Responsibilities Brochure.

We aim to have a streamlined, transparent, and fair complaint and grievance process because:

- It increases the level of satisfaction among clients through the delivery of effective and consistent client services.
- It enhances the organisation's image and reputation, particularly its reputation for client service.
- It allows us to develop and maintain good relations with all clients and thus facilitate future collaboration and the joint solution of problems.
- It reduces the volume of complaints and consequently reduce any associated element of job dissatisfaction. Assessing complaints and rectifying errors are time consuming and frustrating activities.

### Related Documents

- Client Complaint Procedure
- Client Complaint Form
- Client Complaint Register
- Client Rights and Responsibilities Brochure

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Security Classification: Public		Refer to Policy Review Schedule for next review date	

**Legislation Requirements**

Commonwealth Age Discrimination Act 2004

Commonwealth Disability Discrimination Act 1992

Commonwealth Workplace Gender Equality Act 2012

Commonwealth Racial Discrimination Act 1975

Commonwealth Sex Discrimination Act 1984

Qld. Anti Discrimination Act 1991

Qld. Associations Incorporation Act 1981 and Associations Incorporation Regulation 1999

Qld. Community Services Act 2007

Qld. Criminal Code (Section 346)

Qld. Industrial Relations Act 1999 and Industrial Relations Regulation 2011

Qld. Work Health and Safety Act 2011 and Qld. Work Health and Safety Regulation 2011

**This Policy complies with the following Standards:**

- Human Services Quality Standards 1, 5
- DSS Standard 11
- Dept. Communities, Child Safety and Disability Services Practice Standards for Working with Women Affected by Domestic and Family Violence 2002
- Cmwth. Partnerships Against Domestic Violence Strategy Working with Children and Young People Living with Domestic Violence 2003
- Queensland Courts Domestic Violence Protocols: guidelines for court staff in providing a safe environment, accurate information and adequate support for people using Queensland Courts who have experienced domestic violence 2012