

## Client Complaint Policy

### Rationale

Clients have the right to complain about the organisation without fear of retribution. All information, feedback or complaints from clients can provide opportunities to improve the quality of service provided.

CADA is committed to dealing with complaints in a serious and sensitive manner. The complaints process is designed so that concerns are responded to promptly. Should a complaint reveal a need for improvement CADA will endeavour to review 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 for clients to make a complaint, and to ensure the complaints process is fair and sensitive to the needs and diversity 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 a person or as required by legislation. Any client making a complaint will not be treated differently or disadvantaged as a result of lodging a complaint.

If clients need support during the complaints process the organisation will advise of 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 process to

- Increase the level of satisfaction among clients through the delivery of effective and consistent client services
- Enhance the organisation's image and reputation, particularly its reputation for client service
- Allow the organisation to develop and maintain good relationships with all clients, facilitating collaboration and joint problem solving
- Reduce the volume of complaints and consequently reduce any associated element of job dissatisfaction.

### Related Documents

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

### Legislation Requirements

- *Commonwealth Age Discrimination Act 2004*
- *Commonwealth Disability Discrimination Act 1992*
- *Commonwealth Workplace Gender Equality Act 2012*

Code: POL-5-22	Authorised by: Board	Date ratified/approved: 10/24	Page 1 of 2
Security Classification: Public		Refer to Policy Review Schedule for next review date	

- *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

Code: POL-5-22	Authorised by: Board	Date ratified/approved: 10/24	Page 2 of 2
<b>Security Classification: Public</b>		Refer to Policy Review Schedule for next review date	