

## COMPLAINTS POLICY

<b>Policy number:</b>	<b>5.0.0</b>	<b>Approved by Management Committee:</b>	24 <sup>th</sup> November 2020
<b>Version:</b>	<b>4.0</b>	<b>Signed off by Executive:</b>	24 <sup>th</sup> November 2020
<b>Responsible person:</b>	<b>Coordinator</b>	<b>Scheduled Review Date:</b>	24 <sup>th</sup> November 2023

### Purpose

Everyone who has a relationship with Capricorn Citizen Advocacy has the right to expect fair and just treatment, and to complain if they consider that this has not occurred.

### Policy

This policy is applicable in the following circumstances:

- A complaint about an advocate by a protégé;
- A complaint about a member of staff or a member of the Management Committee;
- A complaint by a member of the public or representative of another organisation, about Capricorn Citizen Advocacy.

#### 1. Principles

##### 1. Welcoming Complaints:

We take complaints seriously. We believe that Capricorn Citizen Advocacy has a responsibility to listen seriously and courteously to complainants, and to ensure that everything possible is done to resolve matters in a sensitive and confidential manner. The person who complains has a right to justice, and a right to have that complaint resolved.

##### 2. Responsibility:

It is the ultimate responsibility of the Management Committee of Capricorn Citizen Advocacy to respond to the complaint and to facilitate its resolution.

##### 3. No Retribution:

Complainants are assured that there will be no retribution as a result of submitting a complaint. It is the aim of the Management Committee to resolve the complaint with the least possible upset to any person.



**4. Seek Resolution with Respondent:**

Complainants will always be encouraged in the first instance to seek to resolve their complaint directly with the person(s) with whom they have the complaint.

**5. Representatives:**

Any person involved in the complaints process is welcome to use an independent person (free from conflict of interest) to assist them.

**6. Support to Complain:**

The person who feels aggrieved shall have easy access to an appropriate person to explain the complaint and to have it resolved. If necessary, complainants will receive support from the agency to make a complaint.

**7. Speedy Response:**

Complaints will be handled quickly within an agreed time frame and the complainant shall be kept informed of progress made towards resolution of the complaint.

**8. Natural Justice:**

The resolution of the grievance shall be fair and just. Complainants and respondents can both expect to have full access to natural justice in the handling of the complaint by Capricorn Citizen Advocacy. The process shall not favour the status of any person.

**9. Access to Information:**

Complainants will have access to information on the complaints management process by the provision of an easy to follow "step by step" procedure in plain English. See [5.0.1.0 Complaints Procedure](#) and [5.0.1.1 Complaint Record Form](#).

**10. Choice of Action:**

While Capricorn Citizen Advocacy has a procedure to handle complaints, it is respected that complainants may choose their own course of action outside of these. The person may wish to get advice from a friend, family, an advocate, a Community Legal Service, the Queensland Human Rights Commission, the Legal Aid Office, Queensland Police Service, Department of Communities, Disability Services and Seniors or a private solicitor.

**11. Variety of Mechanisms:**

Capricorn Citizen Advocacy prefers that complaints are submitted in writing, but this is not essential. Complaints can also be received on audio tape, via email, phone messages, or video, or the person (or his/her advocate) could address the Management Committee at a specially convened meeting.

**12. Simple and Confidential:**

The procedure shall be simple and confidential by involving, for the resolution of the grievance, the least number of people possible. Any person who, by necessity, is made privy to the grievance shall not divulge any matter concerning it without the prior consent of the person who has the grievance. Both staff and Management Committee members sign Confidentiality Agreements as an integral part of their appointment. See [Form 4.1.0.1 Confidentiality Agreement Form](#).

**13. Best Interests:**

If the complaint is by a Protégé, the Management Committee shall act in the best interests of the Protégé in its endeavours to resolve the complaint.

**14. Constitution:**

All actions taken must be in accordance with the [Constitution of Capricorn Citizen Advocacy Inc.](#)

**Related Documents**


1. [Procedure 5.0.1.0](#)      [Complaints Procedure](#)
2. [Form 5.0.1.1](#)        [Complaint Record Form](#)

**References**

1. [Human Rights Act 2019 \(Qld\)](#)
2. [Fair Work Act 2009 \(Cth\)](#)

**Ratification**

This policy was adopted by Capricorn Citizen Advocacy's Management Committee at its meeting held on 24 / 11 / 2020.

SIGNED: .....  
President

  
.....  
(Date)

SIGNED: .....  
Secretary

  
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(Date)

