

STANDARD 5: FEEDBACK, COMPLAINTS AND APPEALS		
Policy: 5.2 Member Complaints		
Date adopted: 29 June 2020		
Authorised by: Neighbourhood Centres Queensland		
Date last reviewed: June 2020	Reviewed by: Committee	Date of next review: January 2022
Policy context: This policy relates to:		
Queensland Standards for Community Services	Standard 5 Feedback, Complaints and Appeals Indicator 1: The organisation has fair, accessible and accountable feedback, complaints and appeals processes. Indicator 2: The organisation effectively communicates feedback, complaints and appeals processes to members using services and other. Indicator 3: Members using services and other relevant stakeholders are informed of and enabled to access any external avenues or appropriate supports for feedback, complaints or appeals. Indicator 4: The organisation demonstrates that feedback, complaints and appeals processes lead to improvements within the service and that outcomes are communicated to relevant stakeholders.	
Other standards		
Legislation or other requirements	Community Services Act 2007 Queensland Anti-Discrimination Act 1991 Human Rights Act 2019	

1. Purpose

Dealing well with complaints and appeals helps us to maintain and improve our service quality and ensure members have their issues resolved. Complaints and appeals processes give members a way of expressing any dissatisfaction with our service and of having their concern dealt with quickly and effectively. It also provides us with the opportunity to improve our service delivery. The procedures guide us in responding appropriately and fairly to complaints and to appeals.

2. Scope

This policy will apply to staff and volunteers involved in working directly with members.

3. Policy statement

Neighbourhood Centres Queensland (NCQ) is committed to facilitating our members' right to make a complaint about our service, to appeal a decision we have made that directly concerns them, and to ensuring that their complaint or appeal is fairly assessed and responded to promptly.

Specifically, we will:

- inform members about how to make a complaint, using either internal or external mechanisms;
- ensure support and advocacy is available to members who make a complaint;
- ensure procedural fairness in our complaints procedure and that members are not disadvantaged by making a complaint;
- deal with complaints in a timely and culturally appropriate way;
- advise the members of the outcome of their complaint;
- take the outcomes of complaints into account in planning service improvements;
- advise members our procedures comply with legislative requirements.

4. Procedures

We want our members to feel able to voice their dissatisfaction with any aspect of our service, and to be confident that our organisation will manage their complaints well and respond quickly and appropriately. All members are informed of their rights and responsibilities and our policy regarding complaints by members at the earliest possible stage of their involvement with our service.

This document outlining NCQ Complaints Policy will be displayed on the NCQ website.

Members of the Management Committee and staff will conduct themselves in a courteous and professional manner at all times when dealing with members who may have lodged a complaint.

A complaint may be about the manner in which the staff member dealt with a member, about the quality of service or the procedures used by the Management Committee, its individual members or its staff members. A complaint may be made in person or in writing. If a complaint is made in person, the person receiving the complaint shall record the complaint in writing and have the complainant sign it. To make a complaint directly to the committee, please email theboard@ncq.org.au.

Every staff member has a right to be advised immediately of a complaint against them by a member/s. Staff members have the right to expect that the complaint will be dealt with promptly, confidentially and in a respectful manner.

In the first instance, any complaint about the conduct of a staff member should be directed to the staff member involved, unless this should prove inappropriate. Initial responsibility for the resolution of conflicts or grievances shall rest with the parties involved. If the matter is unable to be resolved through negotiations between the parties or if it is inappropriate for the matter to be dealt with in this manner, the complaint shall be referred to the General Manager and then to the Management Committee for further consideration.

The Manager and Management Committee must respect and ensure the privacy of all parties involved in a particular complaint. No information regarding the matter is to be disclosed to any other party unless agreed upon by the parties concerned.

5. Other related policies and procedures

Documents related to this policy	
Related policies	5.1 Feedback Policy
Forms or other organisational documents	NCQ Constitution Feedback Complaints register

6. Review processes

Policy review frequency: Annually	Responsibility for review:
Review process: Policies will be ratified at a meeting of the NCQ Management Committee.	
Documentation and communication: Policy changes will be recorded in the Minutes of an NCQ Committee Meeting.	