



Feedback and Complaints Procedure

Values

Communities for Children (CfC-FP) values honesty, transparency, humility and encourages feedback. CfC-FP ensures that partners, family, friends, advocates, community members and staff know how to give feedback or make a complaint. CfC-FP also ensures that people will be listened to, taken seriously and followed up promptly.

CfC-FP treats all Feedback and Complaints confidentially. CfC-FP ensures that there is no retribution. CfC-FP manages the Feedback / Complaints Process in a transparent, fair and consistent way within an established timeframe.

From Anyone: Feedback or complaints can be made by anyone i.e. partners, family members, advocates, staff or concerned members of the public.

To Any Team Member: Feedback or complaints can be made to any CfC team member or directly to the Communities Program Manager.

About Anything: Feedback or complaints may include Compliments, Complaints and any other feedback. All are treated the same way.

In Any Form: Feedback or complaints can be made on the Feedback / Complaint Form or any other way including writing a note, phoning CfC-FP or telling a team member.

Process

1. Receive the Feedback or Complaint

- a. Feedback or a complaint is received verbally or in writing. Discussion with person concerned to see if issue can be resolved.
 - Team member taking the details of the feedback or complaint will listen carefully, test their understanding of the feedback or complaint and confirm to the respondent that they are recording the information on the respondents' behalf.
 - The respondent will be given the option of recording the complaint with their contact details or anonymously.
 - CfC-FP encourages and supports partners to involve family, friends and advocates in the Feedback / Complaints Process.
- b. If not resolved immediately by discussion, complete a Feedback / Complaint Form and give completed Form to a Team Member.
- c. Management enters details from the completed Feedback / Complaint Form into the Feedback / Complaint Register and tables at the next Management meeting.

2. Acknowledge receipt of the Feedback or Complaint

- a. If contact details are provided, the Program Manager or their appointee will notify the respondent that the feedback or complaint has been received, **within 2 working days**.

3. Investigate and Take Action

- a. Management passes the feedback or complaint to the most appropriate person to investigate or clarify.
- b. Staff will investigate the feedback or complaint. The investigative stage should be completed **within 10 working days**.
- c. Results of the investigation to be tabled at the management meeting, where a decision about taking action is made. Depending on the situation actions could include:
 - Provision of further explanation for situation or action
 - Written apology
 - Change to some part of service delivery
 - Change of policy or procedure
 - Staff training or development
 - Referral to an external body
 - Staff disciplinary action
 - No further action
- d. If not able to be resolved by Management, then escalate to The Salvation Army Divisional Headquarters. A nominated staff person will then liaise with Management and person involved.
- e. If not able to be resolved by Divisional Headquarters, then escalate to outside agency. Management liaises with outside agency and monitor as required.
- f. The Program Manager or appointee will update the Feedback / Complaint Register.

4. Tell them What Happened

- a. If contact details have been provided, the respondent will be informed **within 12 working days** of the action the service has taken in response to their complaint and confirm their satisfaction or otherwise with the outcome.
- b. If the respondent is unhappy with the outcome of the feedback or complaint they are advised of other options for pursuing the feedback or complaint including contacting the Department of Social Services.
- c. The Program Manager or appointee will update the Feedback / Complaint Register.

HAVE YOUR SAY

Feedback / Complaint Process

We want to hear what you have to say about the service we provide.

1. Have your say

Step 1: Have your say (anyone, anytime)

Complete a form, write a note, phone the Program Manager (Debbie Miscamble) on 0417 610 387 or tell a CfC team member your feedback or complaint.

You can ask a team member or a friend to help you write on the 'Have Your Say' Feedback / Complaint Form.

2. Acknowledge

Step 2: Acknowledge (within 2 days)

The CfC Program Manager or appointee from Communities for Children (CfC-FP) will let you know we have received your information.

3. Investigate & take Action

Step 3: Investigate and take Action (within 10 days)

CfC-FP will investigate your feedback or complaint. We may need to get some more information.

Then we will take some action.

4. Tell you what has Happened

Step 4: Tell you what has Happened (within 12 days)

You will be informed of the action we have taken and check that you are happy. We may telephone you or we may tell you in a meeting.

If you are not happy, we will tell you the next steps that you can take.



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PO Box 998 Slacks Creek 4127 / 0434 367 980 / admin.cfclogan@salvationarmy.org.au

HAVE YOUR SAY

Feedback / Complaint Form

We want to hear what you have to say about the service we provide. You can ask a team member or a friend to help you write on this form.

Briefly explain your feedback or complaint:

What would you like to see done in response to your Feedback?

Contact Details (Optional)

Do you require further response from us? Yes / No

Name: _____

Address: _____

Phone: _____

Email: _____

What is your relationship with us?: Partner / Service / Staff Member / Member of the Public



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