

## Complaints Procedure

### Purpose

Everyone who has a relationship with CTC has the right to expect fair and equitable treatment, and high quality customer service where relevant, and to complain if they consider that this has not occurred.

### Objective

The objective of this procedure is to establish corporate accountability in support of the implementation of the Complaints Policy and to describe what course of action will be taken by whom, under what circumstances, and within specific timeframes.

### Application

This procedure is applicable only in the following circumstances:

- A complaint by a client or customer or member of the public or representative of another organisation about the actions, inactions or behaviour of a member of staff or management
- A complaint by a client or customer about the quality of service provided by CTC

### Procedure

1. At the time of receipt of any complaint, all people will be thanked for bringing the matter to CTC's attention.
2. The complainant will be assured that CTC takes complaints very seriously and that they will be handled within speedy timeframes.
3. The complainant will be offered a copy of CTC's Complaints Policy PO-044 and Complaints Procedure PR-029 as well as the Complaints Form F-0001 to complete and return.
4. The complainant (or their representative) will be advised that they are welcome to have a representative assist them with all aspects of the process.
5. The complainant shall be entitled to access an appropriate person to explain the complaint and to have it resolved. If necessary, complainants will be provided with options from which they may receive support to make a complaint.
6. All complaints, regardless of how or by whom they are received, are to be referred immediately to the General Manager. If the complainant perceives that the General Manager has a conflict of interest, they may choose to take the complaint to the CEO of IntoWork.
7. If the complaint is a criminal matter, then the complainant will be advised to contact the Police immediately, and the person who receives the complaint is to immediately notify the General Manager, and if unable to do so, should contact the Business Improvement Manager.
8. If the complaint is not readily resolved, then the General Manager will make a determination as to what further action, if any, to occur.
9. The General Manager may choose to convene a Complaints Panel which shall be charged with seeking resolution of the complaint, and carrying through the actions related to the determination.
10. The Complaints Panel shall comprise a minimum of two and a maximum of four people. At least one person must be independent of CTC. All panel members shall be appointed by the General Manager (all must be free from any conflict of interest). The Chairperson of the Complaints Panel shall be chosen by the General Manager, based upon what the skills set of the Panel members is considered to be, along with any actual or perceived preference on the part of the complainant.

11. The Complaints Panel is to keep the General Manager informed of all its actions and the progress made towards resolution of the complaint.
12. The procedure shall be as informal as possible and allow the complainant to be empowered to participate in the process of resolving the complaint. In that regard, the persons charged with resolving the complaint shall, as far as this is possible, avoid discussion of the matter in the absence of the complainant who shall, in any event, be kept informed by those persons of any matter concerning the complaint.
13. Complainants will be kept informed of all action taken by CTC in addressing the complaint, and will be notified of the final outcome.
14. If the complaint is not resolved, the Complaints Panel may refer the complainant on to an independent body eg. Dispute Resolution Centre of Qld, Anti-Discrimination Commission of Queensland, Queensland Police Service or the Department of Communities, Child Safety and Disability Services.
15. Any costs incurred by the complainant in accessing any external process must be paid for by the complainant.
16. The Complaints Panel has responsibility for documenting all efforts and action related to the complaint, unless the Coordinator or President has handled the complaint without the need to convene such Complaints Panel.
17. A "Record of Complaint" will be kept about every complaint. All records related to complaints will be stored electronically with this "Record of Complaint" at the office. See Record of Complaint Form F-1109.
18. The General Manager is to be kept fully informed of all progress made towards resolving complaints, and shall retain the ultimate right and responsibility to do all things possible to achieve a satisfactory outcome to any complaint.
19. The complaints procedure shall be explained to all new staff and regular refreshers shall be conducted to ensure staff have current knowledge of the policy and procedures.

## TIMEFRAMES for dealing with complaints

Stage of Complaints Procedure	Required Timeframe
1. Complainants will be notified (by phone if possible) of the receipt of their complaint as soon as possible after its receipt and advised what action is in progress, along with an approximate time of when they should receive an initial response.	Within 3 working days
2. Complainant will be notified of the attempts made for resolution after having received the complaint.	Within 5 working days
3. If the complaint cannot be resolved within the above, the complainant will continue to be informed of the steps being taken to achieve a resolution.	In periods not exceeding 5 working days.

## Related Documents

1. Complaints Policy PO-044
2. Complaint Form FF-0001
3. Record of Complaint Form FF-0002
4. Complaints Register FF-0003