

Commitment

C&K is committed to effective and efficient complaints management. We recognise that listening to, reviewing and acting upon feedback helps us improve our operations and service quality.

Guiding Principles

- Complaints will be managed in a prompt, fair, confidential, and effective manner.
- We follow the principles of social and natural justice through inclusive practices that respect and support people from a diverse range of backgrounds including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and people with additional support needs.
- *Australian Standard AS/NZS 10002:2014 Guidelines for complaint management in organisations.*
- *Queensland Ombudsman guidelines for complaint management.*

Exclusions

This policy does not cover **Whistleblowing Complaints** (*Whistleblower Policy*), **Employee Grievances** (*Employee Grievance Policy*) or **Privacy Complaints** (*Privacy Policy*). Please refer to and follow the relevant policy should your complaint relate to a matter that falls within these policies.

Definitions

Complainant	Any person or organisation (or their representative) making a complaint.
Complaint	Expression of dissatisfaction made to, or about C&K, related to our products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
Feedback	Opinions, comments or expressions of interest or concern, made directly or indirectly, explicitly or implicitly to, or about C&K related to their products, services, staff or the handling of a complaint.

Enabling complaints

Customer focussed, visible and accessible

- We encourage a culture of treating complaints as opportunities to improve performance and service.
- We are committed to resolving complaints.
- We will treat complainants with respect and courtesy.
- We will make our complaints management system (CMS) available to all via the C&K website.
- We will assist people from culturally and linguistically diverse backgrounds, those with visual and hearing impairment and those who cannot read or write, to record a complaint.
- Our CMS will provide the option for you to make an anonymous complaint.

Managing complaints

Responsive, objective and confidential

- We will acknowledge your complaint when we receive it.
- We will assess each complaint and assign it an appropriate risk rating and priority.
- Minor complaints raised at a centre level will be addressed by the Director or relevant manager.
- Complaints rated as moderate or high, or where the complaint is unable to be resolved at a centre level, will be escalated to senior management.
- We will assign a case manager to every complaint.
- Where appropriate and practical, we will keep you regularly informed of progress.
- We strive to manage your expectations in an objective, unbiased and equitable manner.
- Personal information relating to the complaint will only be used for the purpose of addressing the complaint and for complaint reporting and analysis.
- If a conflict of interest arises during any investigation or review, this will be declared and addressed.
- We will take reasonable steps to ensure you are not adversely affected because of a complaint made by you.
- Where a complaint relates to our staff, we will always reflect the principles of confidentiality and procedural fairness as per our established employment relationship and duty of care to our employees.

Legal action

If legal action is taken in relation to the complaint, our complaints management process will be put on hold until the outcome of any proceedings is known.

Managing expectations

Educate and empower

- We will provide our employees with training to implement the CMS as it is relevant to their role.
- We will empower employees to manage and escalate complaints as required.

Case management

- We will appoint a case manager, this may be the Centre Director, their manager, or another senior leader within C&K.
- The case manager is your contact point and will communicate with you about the progress and outcome of any investigation or review.

Resolution

- We aim to resolve or remedy each complaint.
- We will determine if any actions are required to mediate or resolve the complaint to minimise the risk of it reoccurring.
- We will advise you of the outcome as soon as possible.

Appeal

- You might disagree with the outcome shared and you have a right to appeal should the resolution or remedy be unacceptable to you.
- We will follow an appeal process and appoint a different case manager to conduct the appeal.

Aggressive, abusive, or inappropriate behaviour

- We expect all parties to act appropriately, with respect and courtesy.
- We will not tolerate aggressive, abusive, or inappropriate behaviour towards anyone.
- Our employees are entitled to end any conversation that include behaviour that makes them feel harassed or threatened. We will support them to do this.
- We will ensure the health and safety of our employees when responding to complaints.

Notifications

Notification to statutory bodies

- Depending on the type and seriousness of your complaint; we may need to notify certain statutory bodies (e.g. Office of ECEC, Queensland Police Service) within a specific timeframe.
- This is required under legislation and is not something that you or C&K can choose not to do.

Reporting, analysis and continuous improvement

Reporting and Analysis

- Regular reporting, evaluation and analysis of our CMS will be completed across all areas of C&K for senior management and the C&K Board.
- We acknowledge that learning from complaints is an essential factor of continuous improvement and providing high quality services.
- We aim to minimise the possibility of complaints escalating into ongoing disputes.

References

- Standards Australia (2014). *Australian Standard AS/NZS 10002:2014 Guidelines for complaint management in organisations.*
- The State of Queensland (Office of the Ombudsman) (2006). *Guide to Developing Effective Complaints Management Policies and Procedures.*

Complaint Management Process

