



Tailem Bend Community Centre Inc. **Feedback and Complaints Policy**



1. Purpose and Scope:

This policy provides guidelines to the board, staff, volunteers and participants of Tailem Bend Community Centre Incorporated (TBCC) to achieve resolution of complaints in a positive manner, as quickly, fairly and effectively as possible. The satisfactory resolution of any complaint will be the ultimate goal for all parties.

2. Definitions:

- 2.1. **Complaint** - an expression of grievance or resentment; a statement saying that one is dissatisfied.


3. Background:

- 3.1 TBCC recognises that complaints do occur and that members of the public have the right to raise complaints and have them heard and acted upon.
- 3.2 Complaints can have a major impact on TBCC. Without clear procedures to deal with these quickly there can be negative consequences such as a negative perception and dissatisfaction within the community.
- 3.3 TBCC recognises that it is important to respond to community needs appropriately and to ensure quality services are provided. Individual, group and agency feedback is a valuable guide to TBCC.

4. Policy:

- 4.1 Complaints will be dealt with transparently, promptly and in a way that supports the rights of centre participants and takes account of their particular abilities and circumstances
- 4.2 TBCC welcomes information and feedback from centre participants, which will enable improvement in the quality of our services.
- 4.3 A clear written procedure for dealing with complaints will be available to staff and volunteers to guide their response.
- 4.4 A confidential comments box will be placed in the reception area and comment forms made available for individuals to fill out.
- 4.5 Information about how to make a complaint will be included in program/service information available to centre users.
- 4.6 Centre users have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly.
- 4.7 Information about how to make a complaint will be clearly displayed in prominent positions in the centre.
- 4.8 Staff will actively seek feedback from centre participants through a full range of evaluation methods.
- 4.9 All complaints are to be recorded on the **Complaints Record Form**, which is to be completed by the CEO.

- 4.10 Person/s affected by the complaint will be fully informed of all facts and given the opportunity to put their case.
- 4.11 Any complaints received will be reviewed at the next management meeting and appropriate management responses put in place.
- 4.12 Any complaints directed to the Board will be in writing.
- 4.14 The TBCC Board will respond in writing to all complaints received.
- 4.14 Unresolved complaints will be escalated to relevant authorities for mediation.
- 4.15 TBCC has a strong commitment to the safety and wellbeing of children and young people. Staff and volunteers will listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well. Promote the human rights, safety and wellbeing of all children at all times. Report all suspected or disclosed child harm or abuse as required by [relevant legislation] and by TBCC policy and procedure on internal and external reporting.
- 4.16 Comply with [relevant legislation] and TBCC policies and procedures on record keeping and information sharing.

Date first formulated	09/08/2005	
Dates approved by Board	V1 V2 V3 V4 V5	09/08/2005 June 2016 Feb 2018 Nov 2018 April 2020
Next Review Date	April 2023	
Related Documents	Complaints Record Form Diversity and Social Inclusion Policy Privacy and Confidentiality Policy Feedback and Complaints Procedure Feedback and Complaints Flow Chart Human Resources Management Policy Aged care Charter of rights Aged Care Quality Standards National Principles for Child Safe Organisations Information Sharing Guidelines Unicef – know your rights and responsibilities Children's rights and responsibilities flyer Department Human Services DHS Critical Incidents	
Legislation	Equal Opportunity Act 1984 Work Health & Safety Act Children and Young People (safety) Act 2017 Aged Care Act 1997 Privacy Act 1988 Department Human Service DHS Critical Client Incidents Policy Coronial Policy State Records Act 1997 Guardianship and Administration Act 1993 Information Sharing Guidelines Australian Human Rights Commission Act 1986 (Federal) Crimes Act 1914 (Federal) Criminal Law Consolidation Act 1935 (SA) Fair Work Act 2009 Volunteers Protection Act 2001 (SA)	
Signed on behalf of TBCC Board of Management by: Name: Jack Hunt Position held: Chairperson <div style="text-align: right;"> Signature:  7 April 2020 </div>		