

## FEEDBACK AND COMPLAINTS POLICY

### Policy Statement

As part of CRC's commitment to the delivery of quality services, CRC welcomes feedback and complaints about its services and will provide opportunities for feedback and complaints to be made about it or its services.

Feedback and complaints received will be considered by CRC as part of its commitment to continuously improving its services and ensuring that services provided continue to meet the needs of clients.

CRC will ensure that:

- Complaints will be dealt with in a respectful, prompt and fair manner.
- The complainant (the person who makes the complaint) has the right to make a complaint without fear of retribution.
- Complaints will be dealt with on a confidential basis.

### Complaints Procedures

If a CRC Board member or staff member is advised that a person is dissatisfied with the service, that person will be provided with a copy of the CRC Feedback and Complaints Policy and Procedure.

Complaints will be accepted in writing or verbally. Anonymous complaints can be accepted but responses to the complainant cannot be provided.

All aspects of the complaint will be treated as confidential. The outcome of the investigation will only be given to people who need to know.

## COMPLAINTS PROCEDURE

1. The Chief Executive Officer (or relevant delegated person) will seek to resolve all complaints as quickly as possible. Complainants will be invited to proceed to the formal complaint process if they are unhappy with the efforts to resolve the issue.
2. Complainants will be provided with the CRC Feedback and Complaints Policy and Procedure.
3. The Complainant will be required to advise:
  - The nature of the complaint/who the complaint is being made about
  - Date of complaint
  - Details of the complaint

If written, the complaint is to be signed and dated by the Complainant.

4. All complaints will be lodged in a complaints register and reported to the CRC Board on a regular basis.
5. If, in the view of the Chief Executive Officer (or relevant delegated person), a complaint relates to a notifiable or criminal behavior the appropriate investigative department will be informed immediately
6. The Complainant will receive an acknowledgement of the complaint within five (5) working days and advice on the next steps to be undertaken.
7. The Chief Executive Officer (or relevant person) will seek to resolve the complaint by:
  - Interviewing those involved, including discussing possible solutions with the Complainant
  - Inform the Complainant of proposed resolution within ten (10) working days of receiving the complaint
  - Implement the proposed action, if agreeable to the Complainant
  - Review the complaint one (1) calendar month after the proposed action has been implemented to ensure the complaint has been resolved.
8. If the complainant is dissatisfied with the proposed resolution the matter can be referred to the Chair of the CRC Board for his/her consideration. It is up to the Complainant to appeal to the Board.
9. If the complaint cannot be resolved internally, an independent mediator may be appointed.
10. Nothing in the policy shall prevent CRC clients/contractors seeking outside assistance to resolve their complaint.
11. If the feedback/complaint has policy or practice implications the Chief Executive Officer (or relevant delegated Manager) will ensure that these are fed into the CRC policy and practice review mechanisms.
12. If the complaint is about or involves the CRC Chief Executive Officer then the complaint will be dealt with by a member of the CRC Board.
13. The Chief Executive Officer (or relevant delegated person) is to ensure that:
  - All persons who need to know about the complaint are informed and clear about the outcome
  - Agreements are to be signed by all persons involved in the process
  - That the complaint register is kept up to date with records of the complaint, records of discussions, proposed and agreed solutions, and actions taken
  - Positive feedback that impacts on CRC policy and practices to be fed into the organisation's review mechanisms.