

Feedback & Complaints Policy & Procedures

Drafted by	Jody Florance & Andrew Demack	Approved by Board on	26-9-2018
Responsible person	Annette Demack	Scheduled review date	September 2020

Conductive Education Queensland welcomes grievances, complaints or feedback as opportunities to continuously evaluate and improve our activities and accountabilities. We foster an environment in which participants, employees, volunteers and any other stakeholders can exercise their right to raise issues of concern.

Policy

Complaints or feedback mechanisms shall be available to and easily accessible for all Stakeholders including participants, employees and volunteers. Conductive Education Queensland shall ensure that stakeholders are made aware of these mechanisms and that complaints are handled in a just and respectful manner. For the purposes of this policy, a complaint may be any dispute or conflict that arises between stakeholders of CEQ. Any criminal issues will be referred to the Police.

Procedures

Any criminal issues will be referred to Police.

Complaints should be discussed with the Managing Director who will then.

1. Register the complaint in the CEQ complaints register.
2. Investigate the complaint within one week of the complaint being received.
3. Inform the complainant in writing what is being done to investigate and resolve it, and the expected time frame for resolution.
4. Decide on a resolution or refer to the appropriate people for a decision.
5. Inform the complainant of the outcome and any options for further action if required
6. If the complainant is not satisfied with the outcomes of a complaint, he/she may be able to lodge a complaint with NDIA or the Department of Communities, Child Safety and Disability Services (DCCSDS) Central Complaints Unit. For more information:
<https://www.communities.qld.gov.au/gateway/about-us/complimentsand-complaints-feedback>

As far as possible, complaints or appeals will be investigated and resolved within two weeks of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

Copies of all correspondence and other materials received by CEQ in connection with any complaints will be kept for 7 years.

Details of the complainant and the nature of the complaint

- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by CEQ in connection with any complaints will be treated as confidential, as described in CEQ's Confidentiality Policy.

Empowerment of staff

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

Managing unreasonable conduct by people making complaints

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

Alternative avenues for dealing with complaints

We will inform people who make complaints to or about us about external review options available to them (as the Australian Charities and Not-for-Profits Commission for example).

Other feedback

CEQ welcomes all feedback, positive and negative, on our performance as an organisation, and on individuals who have made a positive contribution to the developmental success of our clients.

CEQ may choose to highlight positive feedback in public documents such as website, annual reports, Facebook pages.

AUTHORISATION

Annette Demack
Managing Director
26 September 2018