

Feedback, Complaints & Grievance Policy



Policy Reference:	6	Date adopted:	June 2023
Prepared By:	Risk and Compliance Officer		
Version:	5.0		
Approved By:	Board		
Date of current review:	May 2023	Date for next review:	April 2026

1. Purpose

To ensure the principles of natural justice are utilised in the assessment of all matters relating to how the agency interacts with feedback, complaints and grievances, to ensure that our agency has effective client / consumer feedback and complaints processes which are accessible, transparent and consistent with current standards and legislation and sets out the basis upon which Centacare Management may refer matters to the other Agencies, or take disciplinary action against Board members, staff, volunteers, contractors, students and trainees including termination of employment.

To actively encourage and accept in good faith all client / consumer / other feedback and to utilise this information to continuously improve Centacare's services and client / consumer experience and promote the safety and well-being of all individuals involved in a feedback process by providing relevant and timely updates to the provider of feedback to demonstrate commitment and active engagement and to relevant staff and stakeholders.

To provide the Board and Management Team with information to inform quality improvement and decision making to improve services and to promote a positive workplace culture and increase client / stakeholder engagement and satisfaction.

To ensure that external reporting of feedback and complaints is completed in accordance with legislated and regulatory requirements, and better practice standards.

2. Scope

This policy applies to:

- Centacare South West NSW Ltd (Centacare) and its Board; and
- All employees, volunteers, contractors, work experience students and trainees carrying out work for Centacare.
- All participants of Centacare e.g., parents, caregivers, and children.
- All records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive and personal nature.

3. Policy Statement

3.1 Natural justice

Centacare embraces the principles of natural justice in relation to its staff and in relation to those who approach Centacare for service. Natural justice is based on the principle of fairness. Acting on this principle, Centacare endeavours to give fair treatment to all staff within Centacare, and to all persons who approach Centacare for service.

Natural justice means that decisions ought not to be made which affect staff or consumers in a way that is detrimental to their personal, physical or material well-being without consultation and without providing adequate information and reasons why the decision is being made. The principles of natural justice mean that before a decision is taken about them, staff members have the right to be informed about the nature and content of the grievance, have the right to be heard by an unbiased decision maker and have the right to have a witness present.

When a decision is to be made, and where that decision affects the existing rights, interests, status or benefit of another person, that person ought to be consulted and given reasons for the decision. The person ought to be given an opportunity to express an alternative point of view and to state the ways in which the decision affects them. Wherever possible when making a decision that affects the rights, interests, status or legitimate expectations of a person, Centacare will ensure that the person so affected is invited to participate in a process that will enable that person to put their case forward.

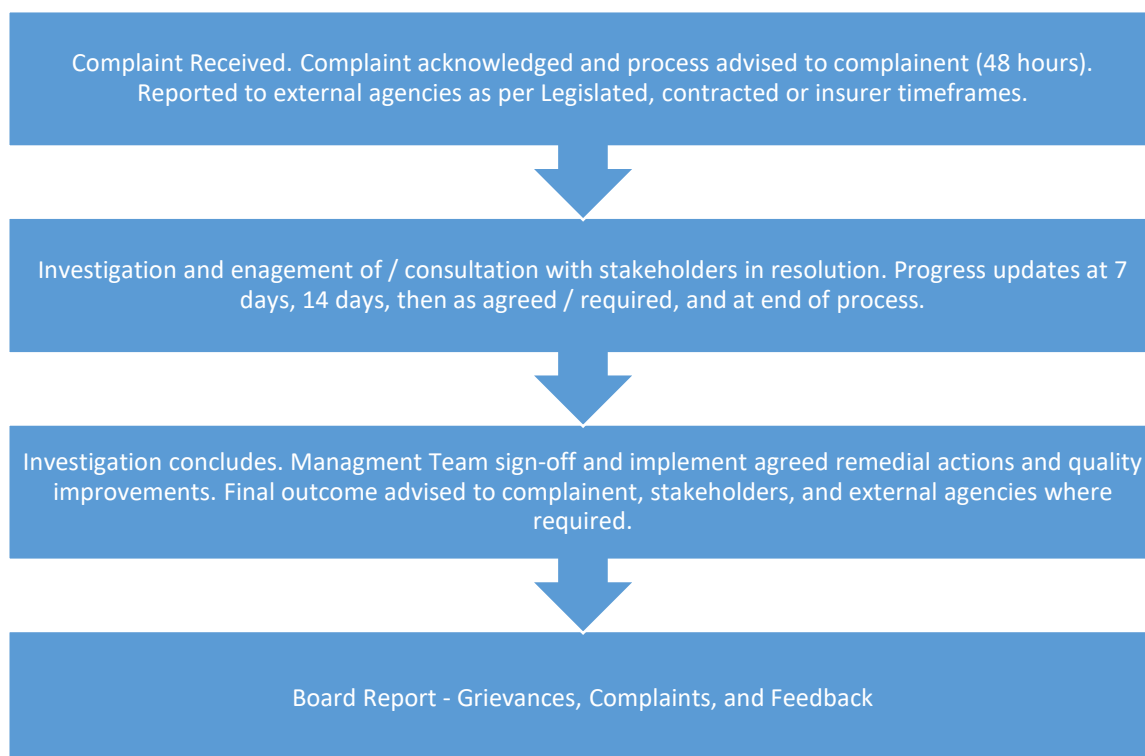
3.2 Client / Consumer / Stakeholder grievances / complaints / compliments / feedback

Centacare also undertakes to make clients and other stakeholders aware of their rights and to provide accessible opportunities for them to give feedback in a safe and transparent manner.

Centacare will manage complaints from clients / consumers / other stakeholders in a positive, timely, fair, and predictable way and to provide clear information to providers of feedback on how the feedback will be used and in the event of a complaint or grievance what the process is and how they will be communicated with during the process.

During the process the complainant and stakeholders will be offered appropriate services to manage their psychological, mental health and physical wellbeing and the process will be conducted in a manner that supports the wellbeing of all stakeholders.

Overview of process:



3.2.1 Principles of client services feedback and complaints management

Centacare will:

1. Consider all grievances, complaints, and feedback it receives.
2. Uphold the right of all clients to provide feedback or complain about any matter which affects them while receiving a service, and to be always heard and supported in the process and treated fairly and respectfully.
3. Ensure all service users, stakeholders and members are aware of the complaints policy and procedure.
4. Ensure all reportable incidents / complaints are reported to relevant agencies in accordance with legislative, regulatory, or contractual requirements and that the person providing the feedback has been informed of these reporting obligations.
5. Treat all complainants with respect, recognising that the issue of complaint is important to the complainant.
6. Commit to the prompt and professional resolution of client complaints and provide information on the process and how the progress and outcomes will be reported back to them.
7. Ensure that stakeholders have access to appropriate supports to manage their psychological safety, mental health, and physical wellbeing throughout the process.

8. Ensure that services are not withheld from clients on the grounds of a complaint being made.
9. Maintain privacy and confidentiality as far as is practicable
10. Ensure that clients are aware of their rights to complain to external agencies if preferred, or if dissatisfied following the internal investigation.
11. Enable clients to use an advocate/third party to support them at any stage of the complaints process
12. Provide opportunity for clients to complain anonymously, if desired
13. Always treat staff members involved in a complaint fairly and respectfully
14. Ensure that Board members, staff, volunteers and others are given information about the complaint's procedure as part of their induction and are aware of procedures for managing client feedback and complaints.
15. Use the principles of natural justice, which must be followed for all parties involved in a complaint. Anyone the subject of a complaint has the right of reply.
16. Ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements.

3.2.2 Feedback

Centacare offers opportunities to all clients and stakeholders to voluntarily provide feedback on the services the agency provides. Client feedback is gathered in many ways, and it is considered by Centacare to be an important part in the ongoing planning and delivery of quality services.

The organisation will:

- Foster a service culture that encourages open and honest communication.
- Inform clients about the standard of service they can expect.
- Protect the right of clients and stakeholders to provide feedback and to make complaints about service delivery.
- Encourage and make it easy for people to provide feedback.
- Conduct customer satisfaction surveys and other surveys to gather information on service quality and opportunities for improvement.
- Provide anonymity to people providing feedback.
- Record and analyse information arising from feedback and use it to improve services.

3.2.3 Complaints

Centacare is committed to ensuring that any person or organisation using Centacare services or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a procedure that:

- Is accessible, simple, and easy to use.
- Is effectively communicated and promoted to all clients and stakeholders.
- Ensures complaints or appeals are fairly assessed and responded to promptly.
- Ensures stakeholders have access to appropriate support and that the process is conducted in a manner to minimise risk to the client and stakeholders involved in the process.
- Is procedurally fair and follows principles of natural justice.
- Complies with legislative requirements.

3.2.4 Complaints against Board members

Complaints concerning a Board member, will be referred to the Board Chairperson. The Chairperson, or an approved delegate, will attempt to resolve the issue to the satisfaction of the complainant. Where the Chairperson is the subject of a complaint, the complaint should be referred to another member of the Board nominated by the Member.

A response to the complaint may involve:

- Investigating the complaint and providing the Board Member or member of a Board subcommittee with an opportunity to respond to issues raised
- Attempting to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party
- Take further action necessary to resolve the issue (e.g. external mediation and dispute resolution services)
- If appropriate, raising the complaint at a Board meeting to determine a suitable course of action to resolve the issue.

Action taken arising from a complaint about a Board member or a Board subcommittee member will be taken in accordance with the Constitution, the Board policy and procedures and the Board code of conduct.

3.2.5 Complaints against staff members

Complaints involving staff members (excluding the CEO) should be received as per the procedure and forwarded to the HR Officer who is responsible for the management of people and culture policies and systems. The HR Officer will coordinate a response to the complaint in conjunction with the staff member's Manager.

Responding to the complaint may involve:

- Investigating the complaint and providing the staff member with an opportunity to respond to issues raised.
- Engaging / consulting with them on remedial and quality improvements to implement continuous improvement, improve services, and staff and client / stakeholder satisfaction.
- Keeping them informed of the investigation and outcomes and involved in the process as appropriate.

- Offering staff / internal stakeholders' access to Employee Assistance Program (EAP) and other supports to ensure their psychological, mental health and physical wellbeing and continuing to provide them with a safe work place.
- Attempting to mediate the dispute (if appropriate) and/or attempt to resolve the matter.
- Taking further action necessary to resolve the issue (e.g., external mediation and dispute resolution services).

Any disciplinary action against a staff member arising from a complaint will be taken in accordance with this policy and the Employment and Staff Wellbeing policy.

Complaints involving the CEO should be referred to the Board Chairperson. The process for complaints involving the CEO is the same as for complaints involving other staff, except the Chairperson facilitates the resolution.

3.3 Workplace complaints / grievances

Centacare will establish mechanisms to promote fast and efficient resolution of workplace issues.

Employees and volunteers should feel comfortable discussing issues with their manager in accordance with the procedures.

All formal avenues for handling of grievances will be fully documented and the employee / volunteer's wishes will be considered in determining the appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to all employees, contractors, volunteer workers and students.

3.3.1 Grievances

A workplace complaint, which can also be known as a grievance, is a clear statement, written or oral, raised by a staff member regarding a genuine work-related concern. This can include interpersonal conflict, perceived breach of policy, the allocation of work or developmental opportunities or a perceived unfairness in the workplace.

Managing a workplace complaint should not be confused with performance management. Workplace complaints are matters identified by individual staff members while performance management is poor performance or misconduct being managed by the employer.

A workplace complaint may result in performance management being undertaken by Centacare, if misconduct or poor performance is identified as a result of the complaint.

A workplace complaint may also be raised during performance management, and while the complaint will be considered by Centacare under this process, the performance management process will continue independently.

Grievances can be minor and dealt with relatively easily or major and represent serious misconduct and require the implementation of Centacare's disciplinary procedures. The appropriate response to a grievance must be determined via discussion with the relevant parties and an investigation if required.

Centacare is fully committed to eliminating, as far as possible, all forms of bullying and harassment in the workplace and in its relationships with its users through a culture of openness, support, and accountability.

3.3.2 Principles for managing a workplace complaint

All complaints should be treated seriously, dealt with as soon as practicable and conducted in a fair, impartial and professional manner.

All staff members have a responsibility to recognise their own role in contributing to a harmonious workplace including ensuring their behaviour is consistent with the Code of Conduct and other workplace policies and guidelines. Centacare believes all staff members should treat each other with respect, raising matters of concern promptly and not raising frivolous, malicious or vexatious complaints.

A complaint can sometimes arise because a staff member has seen or heard something, come to their own conclusion on what they saw or heard and acted consequently. Prior to acting, staff members should retrace their steps to understand why they felt the way they did and respond, rather than react. To assist this, staff members are encouraged to:

- Share their views about the incident with the other person/s including their understanding of the facts and how it made them feel;
- Ask the other person/s for their views and what they were feeling;
- Attempt to differentiate the facts from feelings; and
- Attempt to see the opposing view and play the devil's advocate.

By working through these steps, staff members may be able to better understand all the facts and why others behaved the way they did. Therefore, staff can often resolve the concern themselves by using these steps, prior to it becoming a workplace complaint.

All staff members have a responsibility to maintain confidentiality if they are involved in any capacity in a workplace complaint. This includes not discussing the complaint with anyone else, including others who may also be involved in the complaint such as witnesses or the person who raised the allegation, unless expressly authorised to do so by Centacare. If information about a complaint is discussed or released without authorisation, the staff member who released the information could find themselves the subject of disciplinary action for misconduct.

In some circumstances the complaint may not be kept confidential by Centacare as they may be obliged to interview staff regarding the complaint and/or notify external bodies of the complaint, such as the NSW Police, NDIA, or other contract parties, if it raises a matter that involves alleged illegal activity.

3.3.3 Options for resolving workplace complaints

3.3.3.1 Self Resolution

There may be instances where staff members make decisions without realising the impact those decisions have on others around them, or behave in a manner they do not realise may cause offence, disturb or annoy others e.g. playing a radio at their workstation that may be distracting to those around them.

Staff members are therefore encouraged to try to resolve the issue themselves directly with the other party in the first instance. By having a conversation directly with the other party in a respectful manner, clearly articulating the behaviour and the effect of that behaviour, the complaint can often be resolved at this point. It also gives the other party an opportunity to respond to the concerns raised without the matter having to be referred to a third party.

3.3.3.2 Managerial Assistance

Where self-resolution has been unsuccessful or is not appropriate in the circumstances, or where a staff member is unsure how to handle the problem themselves, they should seek the assistance of their direct supervisor or manager. The supervisor or manager may seek to resolve the issue by speaking to the other party on behalf of the staff member or by facilitating a dialogue between the two parties.

Sometimes it may not be appropriate, or the staff member may not feel comfortable approaching, their immediate supervisor or manager to assist with a complaint e.g. if the complaint is about the supervisor. In these instances, the staff member should approach a more senior manager or their human resources department for assistance.

3.3.3.3 Mediation

Mediation may be initiated by Centacare where the complaint has not been resolved through self-resolution or managerial assistance or where the circumstances suggest mediation may assist in resolving the complaint.

Mediation is where an independent person (either internal or external to the organisation) assists parties resolve their differences or disputes. It is generally a more structured process than self-resolution or managerial assistance however it is still conducted in an informal manner, as all parties are encouraged to speak openly about the issues to assist in obtaining a resolution.

3.3.3.4 External Investigation

If the workplace complaint is unable to be resolved to the satisfaction of all parties, Centacare may decide to commence a formal investigation undertaken by an independent person, either internal or external to the organisation. The investigating officer should interview the staff member raising the complaint, any respondent/s and any other relevant witnesses. After considering the evidence made available to them, the investigator should provide a report with findings.

Depending on the seriousness of the investigation, the CEO or manager will review the report and make the final decision on what actions, if any, it will take. These may include initiating a new work process, an apology, and counselling, training or initiating disciplinary action. This can also include action against the staff member who raised the complaint if the complaint is found to be frivolous, malicious or vexatious.

3.3.4 Review Mechanism

If a staff member is not satisfied with the outcome of a workplace complaint, they may request an internal review be conducted by Centacare. Reasons outlining why the review is being requested are to be included in the request. The CEO and/or Manager retains

responsibility for making the final decision on a complaint, including whether to conduct the review, based on the information provided to them.

If a staff member remains dissatisfied with how their complaint was handled by Centacare they may be able to take their complaint to an external agency such as a Court or Industrial Tribunal, the NSW Anti-Discrimination Board or the Australian Human Rights Commission.

3.3.5 Maintaining documentation

Documentation relating to workplace complaints should be maintained and kept confidential. Those who are responsible for managing a workplace complaint should retain file notes on any discussions with staff members. Where the complaint is more complex, it may be necessary to maintain more comprehensive notes and/or create a specific file.

Centacare may also request and review reports from supervisors or managers on the frequency, issues, resolutions and locations of workplace complaints within the organisation.

3.4 Misconduct or poor performance of staff

Behaviour amounting to misconduct includes, but is not limited to, the following:

- Failing to obey lawful and reasonable instructions of Centacare.
- Failing to follow defined policies, procedures, and rules.
- Failing to abide by Centacare's Code of Conduct.
- Failing to share relevant information with Centacare.
- Unacceptable disruptive behaviour.
- Unauthorised absence from the workplace.
- Repeatedly being late for work without lawful excuse.

When proven, misconduct may provide a valid reason for termination of an employee's employment with notice.

Behaviour amounting to serious misconduct includes, but is not limited to:

- Wilful or deliberate behaviour that is inconsistent with the employee's contract of employment.
- Failing to adhere to legislated and / or professional standards and / or to operate within approved scope of practice.
- Theft.
- Fraud.
- Assault.
- Intoxication or under the influence of drugs at work.
- Use of derogatory, violent, or abusive language.
- Fighting.
- Failure to observe safety rules.

- Concealment of a material fact on engagement.
- Obscenity;
- Dishonesty in the course of the employment; and
- Criminal conduct including conduct that, if proven, renders the employee completely unfit for work.

3.4.1 Identify the concern

When Centacare becomes aware of a conduct or performance concern, Centacare should satisfy itself that there is sufficient evidence to act on the concern prior to proceeding. Where Centacare is satisfied that there is sufficient reason to proceed based on the evidence available, Centacare should discuss the concern with the staff member/s involved. Where Centacare does not believe there is sufficient evidence or cause to act on the concern, Centacare should discuss this with the staff member who raised the concern.

3.4.2 Discussions with staff members

Centacare will initiate discussions with the relevant staff member/s in circumstances where Centacare, in line with 3.1 above, believes there is sufficient evidence to do so. When doing this, Centacare should ensure the staff member is provided with sufficient detail of the conduct or performance concern so that they can properly understand it. The staff member should also be advised of the potential outcomes if the concern is not resolved, including, where relevant, that dismissal may be a consequence of continued poor performance or misconduct.

The staff member should be given a reasonable opportunity to respond to the concern raised. Centacare will consider the staff member's response and where appropriate, consider matters raised by the staff member. Staff members can have a support person present in any formal discussions with Centacare about the conduct or performance concern where dismissal is under consideration.

Where practicable, all discussions with staff members about performance or conduct, including outcomes, should be documented by Centacare.

3.4.3 Decision on which action to initiate

After discussions with the staff member, Centacare will decide what action, if any, should be taken. The approach taken in each circumstance will depend on the nature and seriousness of the performance or conduct concern and any other factors Centacare believes should be taken into consideration. This may mean that remedial action is initiated by Centacare in some instances and disciplinary action in others, even though the conduct may appear similar.

3.4.3.1 Remedial action

Remedial action attempts to correct the behaviour through a variety of means that may include counselling, training and/or issuing a warning (verbally or in writing). It may be appropriate in circumstances such as the first instance of poor performance or an isolated instance of misconduct.

When implementing remedial action, Centacare should clearly identify the areas that require improvement; specify the expected outcomes and where possible refer to objective standards of performance; monitor the performance regularly; identify any training that may assist the staff member improve their performance to a satisfactory level and specify the consequences if the staff member's performance does not improve within a reasonable time to a satisfactory level.

3.4.3.2 Disciplinary action

Disciplinary action may include a caution (verbally or in writing), suspension, demotion, transfer and dismissal from employment. It may be appropriate where remedial action has been unsuccessful or where the performance or conduct concern warrants it.

If Centacare believes on reasonable grounds that the conduct constitutes serious misconduct, immediate dismissal may be appropriate. Where immediate dismissal occurs, the staff member is not entitled to payment in lieu of notice.

Where immediate dismissal has been initiated, Centacare will advise the staff member of the reason why they are being dismissed.

3.4.4 External notification requirements

In some instances, it may be appropriate for Centacare to notify external bodies about a conduct concern. For example, if Centacare reasonably believes that a staff member has committed a criminal offence, Centacare may refer the matter to the Police. Notification to an external body will not prevent Centacare from continuing its own investigation, unless requested otherwise by the external body.

Where the allegation/conduct concern relates to a program coming under the jurisdiction of an Ombudsman's Office or like institution, the institution will be notified, and procedural advice and direction sought. Specifically, where a child protection allegation concerns a program funded by the Catholic Schools Office Wagga Wagga, the allegation will automatically be referred to the Employee Services Manager concert with the Ombudsman Act 1974 wherein the Catholic Schools Office Wagga Wagga are the head agency in these matters.

3.4.5 Confidentiality

Staff members involved in the performance or conduct process must maintain confidentiality and not discuss any information about the process or action taken with anyone else unless expressly authorised by Centacare to do so. If this responsibility to maintain confidentiality is found to have been breached, the staff member who released the information could find themselves the subject of disciplinary action for misconduct.

3.4.6 Further Information

Further information about the processes outlined in this document can be sought from the People and Culture Team Leader.

3.5 Disciplinary action

Disciplinary action may include, but is not limited to the following:

- Verbal and/or written warnings
- Suspension
- Transfer
- Dismissal

In the case of misconduct, notification to an external agency and/or criminal charges may also occur.

3.5.1 Warnings

There is no requirement to commence disciplinary action with a verbal warning. Similarly, there is no requirement to give a final written warning prior to termination. The type of warning to be given, if a warning is an appropriate response, will depend on the circumstances of each case.

If disciplinary action is taken, a note recording the action taken will be placed on the staff member's personal file indefinitely.

3.5.2 Dismissal

Whilst generally dismissal would only follow a formal work performance process or an investigation has been completed, in some cases instant dismissal may be warranted. This situation may arise where the serious misconduct incident was witnessed, blatant and inexcusable. If a staff member is dismissed for serious misconduct, they are not entitled to payment in lieu of notice.

Contractors who engage in unacceptable behaviour may have their contract with Centacare terminated or not renewed

3.6 Centacare Board dispute resolution

3.6.1 Complaints between Board members

Centacare is committed to reaching a speedy and just resolution of any disputes or grievances that may arise and that may threaten the harmonious functioning of the Board. This refers to disputes:

- Between Board members
- By a member regarding a Board process
- By a member regarding a resolution of the Board

In the case of disputes arising, they will be resolved by mediation.

3.6.2 Complaints regarding Board members

Complaints concerning a Board member, or a member of a Board subcommittee should be referred to the Board Chairperson. The Chairperson, or an approved delegate, will attempt to resolve the issue to the satisfaction of the complainant. Where the Chairperson is the subject of a complaint, the complaint should be referred to another member of the Board.

A response to the complaint may involve:

- Investigating the complaint and providing the Board Member or member of a Board subcommittee with an opportunity to respond to issues raised
- Attempting to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party
- Take further action necessary to resolve the issue (e.g. external mediation and dispute resolution services)
- If appropriate, raising the complaint at a Board meeting to determine a suitable course of action to resolve the issue.

Action taken arising from a complaint about a Board member or a Board subcommittee member will be taken in accordance with the Constitution, the Board policy and procedures and the Board code of conduct.

4. Roles and Responsibilities

Role	Authority/Responsibility for
Board	<ul style="list-style-type: none"> • Uphold Board complaints process
CEO	<ul style="list-style-type: none"> • Ensure principles of natural justice are upheld in all dealings. • Ensure principles of clients' services feedback and complaints are upheld. • Oversee allegations of misconduct. • Encourage a culture of open and honest communication. • Ensure an organisational culture free from harassment, discrimination, and bullying. • Identify potential risks for clients / staff and other stakeholders and manage the complaint in accordance with work health and safety to ensure the psychological, mental health and physical wellbeing of those involved. • Discipline staff appropriately. • Respect the privacy and rights of all. • Monitor and report on complaints received by the organisation.

Role	Authority/Responsibility for
	<ul style="list-style-type: none"> Report complaints, grievances or feedback to external agencies as required by legislation, regulation, contract, legal or other requirements.
Managers	<ul style="list-style-type: none"> Follow this process. Ensure principles of natural justice are upheld in all dealings. Act upon any feedback received as appropriate. Keep the CEO and Board informed. Keep informed, consult with, and engage clients / staff / and stakeholders in resolution of the matter. Address all staff grievances according to the policy. Maintain organisational records and update to performance management / HR records as required. Ensure an organisational culture free from harassment, discrimination, and bullying. Identify potential risks for clients / staff and other stakeholders and manage the complaint in accordance with work health and safety to ensure the psychological, mental health and physical wellbeing of those involved. Offer appropriate supports to clients / staff / stakeholder as appropriate. Respect the privacy and rights of all. Discipline staff appropriately Report complaints, grievances or feedback to external agencies as required by legislation, regulation, contract, legal or other requirements.
Human Resources	<ul style="list-style-type: none"> Undertake investigation of misconduct by staff as required. Ensure compliance with this policy. Ensure Work Health and Safety Legislation, Regulations, Policy, and Procedures are followed to maintain a safe workplace. Provide training, support and advice on matters relating to employee rights and responsibilities. Ensure staff are offered access to appropriate supports, supported by management, and are kept informed. Support the CEO in the coordination of reports to Insurers or external parties as required.

Role	Authority/Responsibility for
All Staff, volunteers, students, etc.	<ul style="list-style-type: none"> • Report complaints, grievances, or feedback to their manager. • Not engage in misconduct and poor performance behaviours. • Maintain professional standards. • Treat all complaints, grievances and feedback in good faith and engage constructively in the resolution process and implementation of continuous improvement. • Respect the privacy and rights of all. • Promote a positive workplace culture and support a culture free from harassment and discrimination. • Maintain and support a safe workplace for all staff, volunteers, students, clients / participants, carers, and other stakeholders.

5. Responsibilities

Responsibility	Role
Policy Owner	Chief Executive Officer
Compliance, Monitoring and Review	Chief Executive Officer, Managers and Staff
Reporting	Chief Executive Officer
Records Management	Chief Executive Officer

6. Regulatory Compliance

- Age Discrimination Act 2004 (Cth)
- Anti-discrimination Act 1977 (NSW)
- Corporations Act 2001 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Children’s Guardian Act 2019 (NSW)
- Children's Guardian Regulation 2022 (NSW)
- Children’s and Young Persons (Care and Protection) Regulation 2022 (NSW)
- Disability Discrimination Act 1992 (Cth)
- Fair Work Act 2009 (Cth)
- Freedom of Information Act 1989 (NSW)

- Industrial Relations Act 1996 (NSW)
- Natural justice/procedural fairness - NSW Ombudsman
- Privacy Act 1988 (Cth)
- Protected Disclosures Act 1994 (NSW)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Social, Community, Home Care and Disability Services Industry (Federal) Award 2010
- Work Health and Safety Act 2011 No.10
- Work Health and Safety Regulation 2017
- Work Health and Safety Amendment (Penalty Notices) Regulation 2022

7. Other Compliance, Certification, Accreditation

- National Standards for Mental Health Services 2010
- QIC Health and Community Service Standards
- NDIS Practice Standards and Quality Indicators – November 2021
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- NDIS Reportable Incidents

8. Related Documents

Document	Details
Policy & Procedures	Governance Charter Policy
Policy & Procedures	Clinical Governance Policy
Policy & Procedures	Financial Management Policy
Policy & Procedures	Human Resources Policy
Policy & Procedures	Privacy Policy
Policy & Procedures	Feedback, Complaints, Grievances Policy
Policy & Procedures	Professionalism Policy
Policy & Procedures	Diversity and Inclusion Policy
Policy & Procedures	Participant Welfare Policy
Policy & Procedures	Service Provision
Policy & Procedures	Asset Management
Policy & Procedures	Abuse, Neglect, Exploitation, and Discrimination Policy
Policy & Procedures	Risk Management
Policy & Procedures	Whistle Blower Protection Policy
Policy & Procedures	Fraud Policy
Policy & Procedures	Carers Policy
Policy & Procedures	Information Management Policy
Policy & Procedures	Code of Conduct Policy
Registers	Complaints, Compliments, Feedback Register

Document	Details
Procedures & Forms	Complaints, Compliments, Feedback Procedure Form: <ul style="list-style-type: none"> • Brochure • Website On-line Form
Procedures & Forms	Operational Manual – NDIS Program
Procedures & Forms	Operational Manual – Family and Communities Program
Procedures & Forms	Operational Manual – School Wellbeing Program

9. Policy Review

9.1 Approval and Review

Policy Reference:	6	Date adopted:	June 2023
Approved By:	Board		
Date of current review:	May 2023	Date for next review:	April 2026

9.2 Amendment History

Review Date	Approved Date	Details of Amendment
May 2023	19 June 2023	<p>Legislated Changes – Updates due to changes in WHS legislation and the NDIS Practice Standards and Quality Indicators November 2021:</p> <ol style="list-style-type: none"> 1. Client / Complainant Focus – Increase voice of the complainant in the process to be informed of their rights, have access to provide feedback and complaints, and to be engaged and consulted with; Increase focus on communication of how to make a complaint and how Centacare will proactively communicate with them during the process. Inclusion of risk assessment to identify any risks relating to the complainant or other stakeholders as the result of and / or during the process. 2. WHS - Updates to include Work Health and Safety Regulation Amendment 2022 to include managing WHS risks that may arise due to complaints, grievances, and feedback to prevent, minimise, and manage these risks.
April 2020	May 2020	Minor