

Procedure for responding to a Complaint, Compliment or Issue

Community Connection welcomes all feedback as a means to continually improve our service, and we expect all staff to respond in a non-defensive and positive manner.

All Compliments and positive feedback will be recorded in the Complaints, Compliments and Issues Register and will be conveyed through the Business Meeting Minutes to the Management Committee or the relevant person.

To Make a Complaint

If any person feels uncomfortable about making a complaint on their own, the Association encourages them to use an advocate. (see Advocacy Policy)

- If the complaint is about a broader service issue please call the Manager as the first contact.
- If the issue/complaint is about a particular person the procedure is as follows:
 - If possible, talk to the person directly to air any concerns and resolve the issues.
 - If this is difficult for any reason, contact the relevant coordinator.
 - If, at any stage, they are unhappy with the way the complaint is being handled, they should contact the Manager or the Chairperson.
- If the issue is not resolved to their satisfaction, a formal letter of complaint should be forwarded to the Management Committee.

The Manager or the relevant Coordinator will:

1. meet with the person making the complaint, and others as appropriate as soon as practical for all parties;
2. develop a resolution to the complaint to the satisfaction of all parties;
3. inform the Board of Management of the complaint and the resolution; and
4. follow up on the agreed actions within a reasonable time frame.
5. provide feedback on the outcomes to the involved parties within a reasonable period.

In the instance of a complaint about a staff member, normal duties are to continue during the course of the complaints procedure, except in the case of a genuine safety issue, an issue of conscience or when doing so could create substantial financial or legal liability for the Association.

Staff members who are the subject of a complaint may be represented by their industrial association (union) or an advocate of their choice.

Any allegations of serious misconduct connected with a complaints procedure are to be managed in relation with the Whistleblowers Protection Act 1994 and the Criminal Justice Act 1989.

If the person making the complaint chooses to remain anonymous the actions that the Association takes under the Staff Disciplinary Procedure will be limited due to the need to conform with natural justice principles.

When a staff member is not happy with the outcome of a complaint, they have the right to lodge a fair treatment appeal and should be given the Fair Work Australia contact details, which appear below.

When a family member or an individual is not happy with the outcome of a complaint, they should be given the contact details for Disability Services complaints mechanism and the Advocacy numbers, which all appear below.

Families and Individuals

Independent Advocacy in the Tropics.

Phone: 4725 2505

Queensland Aged and Disability Advocacy

Phone 1800 818 338

Disability Services Queensland Complaints Office

Phone: 1800177120 or complain@disability.qld.gov.au

Service workers

Fair Work Australia 1300 799 675

[Work Condition and Pay Disputes]

Community Connection Contact Numbers

Manager Phone: 4779 6500

Lynne Kendall email: lynnekendall@bigpond.com
(Chairperson)