



Complaints Policy and Procedure

Scope

This policy applies to anyone wishing to make a *complaint* about Brook RED services or operations, Brook RED Board Members, employees, volunteers, and students on placement.

Purpose

Brook RED considers that addressing *concerns* and complaints appropriately supports high-quality service and ensures a just and inclusive community in which all stakeholders' perspectives are valued.

This policy outlines the process for making a complaint to Brook RED and sets out how Brook RED will respond to concerns and complaints. This policy is in place to ensure that:

- There are clear and accessible procedures in place to enable people to communicate their concerns and to make complaints regarding Brook RED's services or operations;
- Brook RED appropriately records, considers, addresses, and monitors complaints in a manner that seeks satisfactory outcomes for all parties and allows Brook RED to responsively improve services and operations; and
- The principles that govern Brook RED's response to complaints are established.

The Complaints Procedure provides guidelines for how Brook RED responds to complaints about its services or operations.

Principles

Brook RED welcomes feedback from its stakeholders. The Complaints Policy is based on the following principles:

- Brook RED endeavours to create a culture where individuals feel comfortable to raise a concern or make a complaint if they are unsatisfied with Brook RED supports;
- Wherever possible, concerns should be resolved at the point from which they originate;
- Individuals should feel free to raise a concern or make a complaint without fear that doing so will result in retribution or a loss of access to service or other benefit;
- The Brook RED Complaints Policy and Procedure should be easily accessible and well-publicised; and
- Brook RED observes and upholds the principles of the Open Disclosure Framework, ensuring open and honest communication, expressing regrets or apologies as appropriate, and ensuring a supportive process along the way.

Policy

Brook RED will:

1. Maintain a Complaints Procedure to ensure that complaints are responded to respectfully and in a manner that is timely and proportionate to the nature and complexity of the complaint.
2. Undertake action to resolve a complaint as soon as is practicable and within 15 business days from the commencement of the complaint investigation. If a complaint is complex and requires considerable investigation, it may take longer than 15 days to reach a resolution. Complainants will be notified of this where contact details have been provided.
3. Ensure that a record of any complaint is kept and that complaints are reviewed biannually to support service and operational improvement. Documentation related to complaints must be stored and retained per the Brook RED Privacy and Confidentiality Policy, Information Security Policy, and Digital Engagement Policy.
4. Encourage and support anyone who may have a complaint about Brook RED's services or operations to express this through the Complaints Procedure.
5. Ensure that the Complaints Policy and Procedure are accessible and well-publicised to individuals accessing its services and to the Brook RED Board of Directors, management team, employees, volunteers, and students on placement.
6. Handle all complaints in a manner in line with the Brook RED Privacy and Confidentiality Policy.
7. Ensure that the complaints investigation process is conducted impartially and with consideration for the safety and dignity of all parties.
8. Ensure that there are no punitive repercussions for complainants on the basis of making a complaint.
9. Encourage any individual who is unsatisfied with the outcome of the Complaints Procedure to consider seeking external support or advocacy as they may find appropriate, per the procedure that follows.

Procedure

1. If an individual raises a concern with a Brook RED Staff Member, the Staff Member will discuss options for resolving the concern and/or or escalating the concern into a formal complaint. If the individual confirms that they would like to make a formal complaint, the Staff Member will then discuss options for accessing and completing a Complaint Form. The Staff Member will endeavour to ensure barriers to completing a Complaint Form are minimised for the complainant.
 - a. Where an individual does not wish to make a formal complaint, but the Staff Member considers that the concern raised may constitute serious misconduct, the Staff Member may raise the issue with their Line Manager or Management for further assessment. The Staff Member should take all reasonable steps to ensure that the privacy and confidentiality of the individuals involved with the concern is maintained where possible.

- b. If the assessment finds that an investigation is warranted, Brook RED will follow procedures as below.
2. All complaints are recorded using the Complaint Form. Complaints can be recorded anonymously if desired, however, Brook RED may not be able to follow up regarding the complaint investigation or resolution if no contact details are provided. The Complaint Form can be found on our website as a fillable form, and as a printable document. A Complaint Form can also be obtained from any Brook RED Staff Member. A Complaint Form may be completed by the complainant or by another person on the complainant's behalf with their consent. The complainant is welcome to have a support person or advocate through the complaints process.
Complaint Forms can be sent by:
 - Email to feedback@brookred.org.au. This inbox is monitored by the Brook RED Management Team.
 - Using the fillable form on the Brook RED website. This is automatically forwarded to feedback@brookred.org.au.
 - By post using the details on the Complaint Form.
3. Within two business days of the complaint being received, the Brook RED Management Team will appoint a Brook RED Staff Member to follow-up on the complaint (henceforth referred to as the *Nominated Staff Member*).
 - a. If a complaint is about a member of the Management Team, a different member of the Management Team will appoint the Nominated Staff Member to follow up on the complaint.
4. The Nominated Staff Member will contact the complainant within two business days of being nominated to confirm receipt of the complaint and to commence the complaint investigation.
 - a. Where a complaint is submitted anonymously and/or contact details are not provided, the Nominated Staff Member will investigate the complaint to the best of their ability with the available information.
5. Actions to address a complaint will be undertaken as soon as is practicable; it is desired and anticipated that a resolution of the complaint will be reached within 15 business days of having been received by the Nominated Staff Member.
6. Once the investigation has concluded and an outcome has been reached, Brook RED will consider the investigation closed. Brook RED will endeavour to reach an outcome that the complainant finds satisfactory. The Nominated Staff Member will share the outcome with the complainant (where contact details have been shared), and check if the complainant finds the outcome satisfactory or unsatisfactory.
7. If the complainant is not satisfied with the resolution, the Nominated Staff Member will offer for the complaint to be escalated internally. If the complainant would like the complaint to be escalated internally, the complaint will be forwarded to the General Manager for review. The General Manager will then aim to identify a course of satisfactory action with the relevant parties.
8. If the complainant remains unsatisfied with resolution to the complaint after review by the General Manager, the complainant will be made aware of external agencies that may be

able to provide support or advocacy should they wish to pursue an alternative resolution. Such details are also made available on the Complaints Form.

9. Completed complaints documents will be forwarded to the Compliance and Administration Coordinator who will log these in the Complaints Register. Documentation related to complaints will be stored and retained as per the Brook RED Privacy and Confidentiality Policy, Information Security Policy, and Digital Engagement Policy.
10. The General Manager will analyse complaints biannually with consideration to improvements that will support satisfactory service and operations in future.

Definitions of Terms Used

Complaint

A complaint is something regarding Brook RED's services that you may feel is unsatisfactory and/or unacceptable. A complaint requires formalised follow-up, including an investigation into the details of the complaint, and an outcome.

Complainant

The person making a complaint.

Concern

A concern is something that may cause worry. A concern may be resolved through discussion or remedial action but generally does not require formalised follow-up in the same way that a complaint does.

Nominated Staff Member

The person who has been appointed by the Management Team to follow-up on a complaint. The Nominated Staff Member may hold any substantive role at Brook RED and is selected with consideration to areas such as capacity, relational appropriateness, and operational needs. The Nominated Staff Member will be the point of contact for the duration of the complaints process. The Nominated Staff Member may be different for each complaint received.

References

Brook RED Complaints Form

Brook RED Complaints Process Flow Chart

Brook RED Complaints Register

Brook RED Digital Engagement Policy

Brook RED Information Security Policy

Brook RED Privacy and Confidentiality Policy

Queensland Human Rights Act 2019

Australian Open Disclosure Framework

Current Version Details

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
12	September 2026	Blake Barber	Change of format Review and update Addition of content	September 2027

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.