



Complaints Policy and Procedure

Scope

This policy applies to anyone wishing to make a *complaint* about Brook RED service or operations, Brook RED board members, employees, volunteers, and students on placement.

Purpose

Brook RED considers that addressing 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 a complaint. This policy is in place to ensure that:

- There are clear and accessible procedures in place to enable people to communicate their complaints regarding Brook RED's services or operations;
- Brook RED appropriately records, considers, addresses, and monitors complaints in a manner that seeks positive outcomes for all parties and allows Brook RED to responsively improve its 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:

- Individuals should be encouraged to voice their concerns at the point of service as soon as they feel unsatisfied;
- Individuals should feel free to make a complaint without fear that doing so will result in retribution or a loss of access to service or other benefit;
- Wherever possible, complaints should be resolved at the point from which they originate;
- Information about how and where to complain should be well publicised; and
- The Brook RED complaints procedure should be easily accessible and used by all complainants.

Policy

Brook RED will:

1. Maintain a complaints procedure to ensure that complaints are responded to in a timely, impartial, and respectful fashion.
2. Ensure that a record of any complaint is kept and that complaints are reviewed annually to support service and operational improvement.
3. Encourage and support anyone who may have a complaint about Brook RED's services or operations to express this through the complaints procedure.

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4. Ensure that the Complaints Policy and Complaints Procedure are made clear to individuals accessing its services and to the Brook RED Board of Management, employees, volunteers, and students on placement.
5. Handle all complaints in a confidential manner.
6. Undertake action to resolve a complaint as soon as is practicable and within ten business days of receiving the complaint. If a complaint is complex and requires considerable investigation, the resolution time may be extended. Complainants will be notified of this where contact details have been provided.
7. Ensure that the complaints investigation process will be conducted impartially and with consideration for the safety and dignity of all parties.
8. Ensure that there are no punitive repercussions for complainants.
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.

Procedure

1. Brook RED welcomes feedback and invites and encourages individuals to communicate complaints regarding any aspect of our service or operations.
2. Complaints can be made verbally or in writing. Complaints are recorded using the Complaints Form. This form may be completed by the complainant or by another person on the complainants behalf. This form can be found on our website or obtained from any employee. All Brook RED employees are able to receive complaints, if the complainant would like to forward the complaint to the Brook RED management team directly, they may do so by contacting the Business Services Manager or the General Manager (contact details provided on the form).

Complaints can be recorded anonymously if desired, however, Brook RED may not be able to follow up regarding a resolution if no contact details are provided.

3. The employee receiving the complaint will determine who the complaint should be referred to for addressing, and will pass the complaint on to the identified individual. This will occur within two business days of the complaint being received.
4. The person nominated to address the complaint will contact the complainant within two business days of being nominated and will communicate with the complainant to identify a mutually agreeable course of action for addressing the complaint. The complainant will be informed at the time of initial contact that they are welcome to have a support person or advocate support them through the complaints process.

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5. Actions to address a complaint will be undertaken as soon as is practicable; it is desired and anticipated that a complaint will be addressed within ten business days of having been received by the nominated person.
6. If the complaint has been resolved to the satisfaction of the complainant, the person nominated to address the complaint will record the outcome of the complaint on the Complaints Form.

If the complainant is not satisfied with the resolution, the complaint will be forwarded to the General Manager. The General Manager will then seek to identify a course of satisfactory action with the relevant parties.

7. If the complainant remains unsatisfied with resolution to the complaint, the General Manager will make available details of external agencies who may be able to provide support or advocacy to the complainant should they wish to pursue an alternative resolution.
8. When the complaint has been resolved or the process has been completed, Complaints Forms will be forwarded to the HR and Compliance Manager who will log these in the Complaints Register.
9. The General Manager will analyse complaints annually with consideration to improvements that will support satisfactory service and operations in future.

Definitions of Terms Used

Complaint

Something that is unsatisfactory or unacceptable and diminishes a person's use or access to Brook RED's services.

References

Brook RED Complaints Form
 Brook RED Complaints Process Flow Chart
 Brook RED Complaints Register
 NDIS (Quality Indicators) Guidelines 2018
 Queensland Human Rights Act 2019

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2016	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format Addition of form	January 2018

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Version 03	May 2017	Eschleigh Balzamo	Change to version control	January 2018
Version 04	November 2017	Eschleigh Balzamo	Change of content	January 2018
Version 05	September 2019	Eschleigh Balzamo	Review and update	January 2021
Version 06	June 2021	Eschleigh Balzamo	Review and update	June 2023

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.