

CTC Youth & Family Services, Murgon – Complaints Process

We like to know if we've done something wrong so we can improve how we do things

Does CTC's process make it hard for people to make a complaint?

No, not at all. We encourage feedback and respect everyone's right to express their views about what is and what is not working for them.

Will CTC stop supporting me or reduce my support if I make a complaint?

No, definitely not! Complaints assist us to improve our service delivery!

What happens once I've made a complaint? We will manage your complaint promptly and through a process based on natural justice and rights-based principles.

- We will talk with you or, if you prefer, you can nominate a family member, friend or someone from another agency for us to contact on your behalf, or to be with you when we talk to you about your complaint and clarify any details.
- We will discuss the outcome you are seeking to resolve your complaint if you have already identified a solution.
- We will respect the confidentiality of all parties involved in or affected by the complaint.
- If we can't immediately resolve your complaint, we will give you an expected timeframe for us to get back to you with a resolution. The timeframe will depend on the nature/complexity of your complaint.
- If appropriate, we will investigate the circumstances surrounding your complaint and offer to keep you up to date with our progress. We may also request further information from you if needed.
- Throughout our complaints process we will seek an outcome which is satisfactory to all parties.
- We will offer to give you verbal or written advice on what steps we have taken to resolve your complaint when we have completed the process.

Do I have to fill in a form to make a complaint and/or read a Policy and Procedure before making a complaint?

No and No. However, if you would like to read our Policy and Procedure first, and/or put your complaint in writing, copies of both documents are easily accessible from Reception, or our website or from Stacey (who is the Manager of CTC Youth & Family Services, Murgon) or Janet (who is the Deputy CEO/Human Resources Manager of CTC). Contact details are below.

Do I have to give you my name when I make a complaint? No. You can make an anonymous complaint if you prefer. We will still look into the complaint and change anything that we identify needs changing to improve our service.

Who do I contact to make a complaint? Sometimes if you talk to the person you are unhappy about with first, it may solve the problem. If this doesn't work you can make a complaint in any of the following ways:

Stacey - 35 Lamb Street, Murgon 4169 5940 stacey@sbctc.com.au

**Janet/Melinda - CTC Headquarters – 6 Cornish Street Kingaroy 4162 9000
janet@sbctc.com.au melinda@sbctc.com.au**

The CTC Website – www.sbctc.com.au via the Feedback tab

Alternatively, we have a confidential Complaints Box in Reception

Please note: Employers do not have an unfettered right to regulate the out of hours conduct of staff. Therefore, if a complaint is in relation to a staff member's behaviour outside of work hours/while not in CTC uniform or not representing CTC, CTC's obligation/legal responsibility to investigate may be limited unless the actions directly impact on the reputation of CTC or there is substantiated evidence of legal activity.