

CATEGORY: ALL SERVICES

TOPIC: FEEDBACK AND COMPLAINTS

POLICY

Purpose

The purpose of this policy is to establish a clear and consistent framework for receiving, managing, and responding to feedback and complaints from clients, stakeholders, and the broader community. It covers all types of feedback, including complaints, compliments, suggestions, and recommendations.

Please note: Complaints raised by staff members about other staff members are addressed under the [Staff Grievance.docx](#) policy and procedure.

Scope

This policy applies to all South Burnett CTC staff and Board Members.

Our Commitment to Feedback and Complaints

The policy explains how CTC receives and manages feedback and complaints from clients, stakeholders and the broader community. Feedback can be about our services, systems, staff, procedures, products, or the processes we use to manage feedback and complaints.

CTC is committed to listening to feedback and complaints as part of our ongoing improvement. We see feedback as a valuable opportunity to grow and better meet the needs of our community.

As part of the feedback and complaints process, CTC makes the following commitments:

- CTC upholds the rights of children and young people. Any complaints involving or affecting children will be handled in a manner that is child-focused, culturally safe, and trauma informed. We want children to feel heard, respected, and supported throughout the process.
- CTC respects the rights of people living with a disability. Everyone is treated with dignity and respect, and involved in decisions about their participation with their services, including the right to say “no”. People can raise concerns without fear, and their right to take risks in decision making is supported.
- CTC recognises and respects the unique cultural identities and experiences of Aboriginal and Torres Strait Islander peoples. Our complaints process is culturally safe and supports self-determination, ensuring voices are genuinely heard.
- CTC values feedback as a sign of trust and as such is used to improve services and foster self-advocacy. CTC is committed to creating a supportive culture and views feedback and complaints as an opportunity for growth and continuous improvement.

This policy is available on the CTC website and staff intranet. Clients, and where appropriate, their immediate support network (e.g. family, carers, or advocates) will receive information about the complaints process in a form of communication appropriate to meet their needs..

How to provide feedback

Online Feedback	https://sbctc.com.au/feedback/	
Phone	(07) 4162 9000	
Email	admin@sbctc.com.au	
In-Person Locations – can be dropped into our feedback boxes	Kingaroy – 6 Cornish Street or 64 Somerset Street Nanango – 41A Drayton Street	Murgon – 35 Lamb Street or 22 Gore Street Wondai – 20-24 Mackenzie Street

External avenues for feedback

Clients who would like to provide feedback or make a complaint with one of CTC's funding bodies, can do so by contacting the organisation directly. Links for these options can be found on our website <https://sbctc.com.au/feedback/>.

We understand that giving feedback can sometimes feel difficult. It is vital to ensure that individuals feel their concerns have been heard, understood, respected and acknowledged, with human rights being upheld throughout the process.

Where possible, issues will be resolved promptly at first point of contact. Once resolved, all client/participant matters will be recorded in a case note and forwarded to the Service Manager and Human Resources Team for recordkeeping.

Complaints

Complaints will be captured in the CTC Complaints Register, with any follow-up actions delegated to a responsible person.

Compliments

Compliments will be captured in the CTC Compliments Register, and passed on to identified staff in recognition.

Comments

Comments from clients/participants which are different in nature from normal conversation are important and are captured in the case notes.

General advocacy and support

CTC promotes and supports the use of advocates, support people or representatives to support decision making and help clients to communicate their choice and preference. This includes supporting clients to engage with advocates during the assessment process, when developing the client service plan or case plan and when they are providing feedback or making a complaint.

The principles supporting our commitment to advocacy are:

- Choice - people using services have the opportunity to make choices about the services they receive and where and how they receive them within our available resources
- Human rights - services are planned and delivered in a manner that respects and upholds the individual's human rights
- Social inclusion - services are planned and delivered to promote opportunities for people to be included in their communities
- Participation - people using our services are included in decision making about the service they receive

If a client needs support to find an advocate, CTC will provide them with information and contact details of support and advocacy services available. Avenues for advocacy and support are listed below and also published on CTC's Feedback and Complaints brochure and posters displayed in our offices.

Clients who wish to access support when interacting with our services are welcome to engage an advocacy agency. The following agencies are available to provide assistance:

- **Australian Human Rights Commission** - <https://humanrights.gov.au/>
- **Queensland Disability Advocacy Program** - <https://www.qld.gov.au/disability/legal-and-rights/advocacy>
- **TASC Social Justice Advocate** - <https://www.tascnational.org.au/feedback/>
- **Office of the Information Commissioner QLD** - <https://www.oaic.gov.au/>
- **Queensland Ombudsman** - <https://www.ombudsman.qld.gov.au/>
- **Office of the Public Guardian** - <https://www.publicguardian.qld.gov.au/>

Responsibilities

Who	Responsibilities
Management Team	<p>General Responsibilities:</p> <ul style="list-style-type: none"> • Oversee the process and organisational improvements • Review feedback and associated actions to identify organisational systemic issues • Ensure communication with individuals providing feedback is effective and respectful • Assess if clients and their support networks need additional information or resources • Evaluate staff training needs and provide resources where necessary • Ensure the process aligns with CTC values and expectations • Ensure feedback materials (e.g. posters, feedback boxes) are prominently displayed in the reception area of all sites
All Staff	<p>General Responsibilities:</p> <ul style="list-style-type: none"> • Understand and comply with the CTC Feedback and Complaints Policy and System • Understand and comply with any relevant mandatory reporting or other obligations under Australian law • Respect the cultural, privacy, and confidentiality rights of all parties involved in the process • Discuss the opportunity to provide feedback with all new clients during the intake process (e.g. Intake Form or Disability Services Welcome Pack) <p>Specific Responsibilities:</p> <ul style="list-style-type: none"> • Address feedback professionally and respectfully and follow the established procedures
Team Leader/ Service Manager	<p>General Responsibilities:</p> <ul style="list-style-type: none"> • Discuss the procedure for responding to feedback at staff induction <p>Specific Responsibilities:</p> <ul style="list-style-type: none"> • Address feedback respectfully and follow the established procedures • Manage matters that can't be dealt with immediately and appropriately by frontline staff at the point of contact • Determine the appropriate process based on the nature of the feedback • Communicate effectively with individuals providing feedback (as well as any other person affected), ensuring their communication preferences are respected • Refer matters to relevant external bodies where mandatory reporting or other legal or legislative obligations apply • Ensure appropriate support and assistance is provided to the person providing feedback, and any affected person, including how to contact other agencies • Liaise with the Human Resources Team where feedback on complex matters has been provided requiring significant investigation or a Risk Assessment. Notify the CEO, as with complex matters, the individual providing feedback may also contact main office and request the CEO • When an individual providing feedback requests to be informed about the resolution of their matter, ensure that the response respects the confidentiality rights of staff members and complies with the legal and organisational obligations regarding privacy and confidentiality • Offer support to escalate unresolved matters to external bodies
Human Resources Team	<p>General Responsibilities:</p> <ul style="list-style-type: none"> • Maintain and update this policy and make it accessible internally and externally <p>Specific Responsibilities:</p> <ul style="list-style-type: none"> • Monitor and manage the workflow for feedback and complaints received (as per flow chart) and ensure accurate recording in the CTC Complaints Register or CTC Compliments Register • Assist Managers with complex matters that require significant investigation or risk assessment or recommend and coordinate the appointment of an external person or body to investigate • Manage feedback related to the CEO in consultation with the Board of Governance

	<ul style="list-style-type: none"> • Record feedback information relating to a staff member on their staff file • Ensure new staff and volunteers/student placements are provided with a copy of this policy and procedure at induction • Monitor staff understanding and compliance with the CTC Feedback and Complaints System and schedule refresher training where it is indicated this is required • Ensure all feedback is recorded on CTC's Complaints Register, or the Compliments Register, and are provided to the Management Team and Board of Governance for review on a monthly basis
--	--

Escalation

We keep all individuals providing feedback informed of any investigation resulting from the matter, including actions taken to resolve the issue. If the individual feels that the matter is not resolved to their satisfaction, they can exercise the right to appeal by escalating to:

- Human Rights Commissioner (Qld)
- Queensland Health Ombudsman
- Queensland Police
- Office of the Public Guardian
- NDIS Quality and Safeguards Commission

Definitions

Complaint	Expression of dissatisfaction, orally or in writing, about the products, policies, services, action or inaction of CTC and/or CTC staff
Delegate	The person authorised to perform a specific task or function under authority from the CEO or Board of Governance
Feedback	Information or opinion given regarding CTC's services, systems, practices, procedures, products and complaint handling
Governing Body	CTC Board of Governance

Related Legislation

[Human Rights Act 2019](#)

[Information Privacy Act 2009](#)

Related Policies/Procedures

[Child and Youth Risk Management Strategy](#)

[Child Safety and Wellbeing](#)

[Code of Conduct](#)

[Duty of Care and Dignity of Risk](#)

[Feedback and Complaints Form](#)

[Human Rights](#)

[Privacy](#)

[Privacy Statement](#)

[Rights and Responsibilities](#)

PROCEDURE

Any staff member may receive feedback or complaints at any time and in any format. Upon receiving feedback or a complaint, the staff member will:

- Collect the basic details of the matter, including details of the individual providing the feedback
- Forward the details to a Team Leader, Service Manager or the Human Resources Team for follow up
- Ensure the individual providing feedback feels heard, respected and valued

Staff may utilise the CTC Feedback and Complaints Form when taking details of feedback or a complaint to ensure the required information is documented.

1. Acknowledge

CTC will endeavour to acknowledge receipt of each matter promptly. When appropriate, we may offer an explanation or apology.

2. Assess

After acknowledging receipt of the feedback, we will confirm whether the issue/s raised is/are within our control. We will also consider the outcome/s sought by the person providing feedback and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how feedback will be managed, we will consider:

- How serious, complicated or urgent the matter is
- Whether the matter raises concerns about people's health and safety
- How the person providing the feedback is being affected
- The risks involved if resolution of the matter is delayed, and
- Whether a resolution requires the involvement of other organisations

If the individual providing feedback is unable to provide specific information regarding the issue they are concerned about, the investigation process may not progress.

3. Investigate

After assessing the matter, we will consider how to manage it. We may:

- Give the person providing feedback information or an explanation
- Gather information about the issue, person or area that the matter is about, or
- Investigate the claims made by the individual

If the investigation reveals that the allegations outlined are substantiated, depending on the nature and seriousness of the issue, CTC may seek additional assistance in resolving the matter/be transparent about the details by liaising with:

- A Peak Body or external advisor
- The CTC Board of Governance
- The relevant funding body
- Any other agency where there is a legal or contractual requirement to do so

4. Resolve & Review

We aim to complete investigation processes within 2 weeks and will endeavour to notify affected parties if there is a delay. The outcome will be communicated using the most appropriate medium to the individual who provided the feedback. Which actions we decide to take will be tailored to each case and consider any statutory requirements.

CTC staff will keep records about:

- The process used to manage the matter
- The outcome/s of the investigation including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions to be followed up, including analysing any underlying or root causes.

We will ensure that outcomes are properly implemented, monitored, and reviewed at the Managers Meeting and Board of Governance Meeting.

Identified opportunities for continuous improvement will be recorded on the Continuous Improvement Register and periodically reviewed.

Feedback Workflow



Version Control

1.0	02/08/10	2.0	01/07/12	3.0	05/02/14	4.0	20/01/16
5.0	07/03/17	6.0	21/12/17	7.0	16/11/18	8.0	09/01/20
9.0	04/06/24	10.0	06/09/24	11.0	19/06/25	12.0	14/11/25

Authorisation

Name	Jason Erbacher
Position	Chief Executive Officer