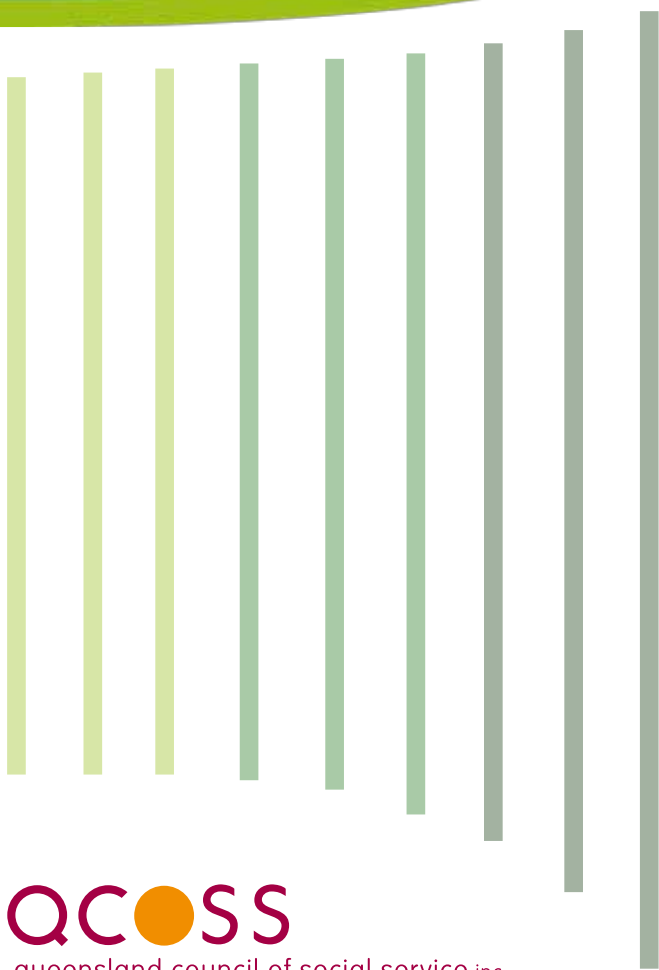


# QCOSS guide to making a complaint



**QCOSS**

queensland council of social service inc

**WORKING FOR A FAIR QUEENSLAND**

# QCOSS guide to making a complaint

## Background

QCOSS recognises that from time to time members, stakeholders and staff may wish to complain to QCOSS over a range of issues including a perceived lack of response to member needs. QCOSS recognises that collecting and analysing information around complaints is one way for the organisation to improve its services. This in turn will enhance the level of satisfaction which members, stakeholder and staff have in the performance of QCOSS as an organisation.

The Complaints handling policy aims to provide a simple and transparent process for members and stakeholders and will include the steps which the organisation will take to collect, analyse and report on this information.

## 1. Principles

Complaints will be handled according to the following principles of fairness:

1. The right of the complainant to be heard.
2. To have full access to QCOSS policies and procedures and relevant material.
3. To be informed of the reasons for decisions, and avenues for further review.
4. Complaints may be delivered and will be received either verbally or in writing, informally or formally.
5. A complainant has a right to be consulted during the resolution process and to participate in deliberations as appropriate.



If confidentiality is requested with regard to the matter as a whole, mailed complaints must be marked clearly on the envelope with the word 'CONFIDENTIAL'.

Emailed complaints should include the words 'CONFIDENTIAL COMPLAINT' in the subject box and should be directed to the current email address of the Director.

All formal written complaints will be acknowledged by mail, telephone or email within one week of receipt.

A **complaint about a staff person** should be directed in the first instance to the responsible Manager.

A **complaint about the Director** will in the first instance be referred to the President.

A **complaint about QCOSS as an organisation** (e.g. a failure to address what the complainant sees as a pressing issue) will be referred in the first instance to the Director for appropriate consideration by the Executive/Board.

If the complaint is about a matter which is immediately correctable without reference to others then the staff person will take the necessary action within 24 hours or if this is not possible as soon as possible after this period. The complainant will then be informed.

If a complaint is more difficult to address it will be referred to the appropriate person/s who will contact the complainant within 24 hours to tell them the immediate action being taken to address it, and while the complaint is being investigated the complainant will be kept informed of the progress of the complaint by email or verbally weekly.

### 3. Avenues of appeal

If the issue is not satisfactorily resolved in the view of the complainant, that person should raise the issue with a member of the Executive of QCOSS who will refer the matter to the full Executive and if necessary to the Board.

The complainant or person seeking clarification will be kept informed, in writing if appropriate, of progress towards a resolution of the complaint or request until such time as all appropriate action has been taken.

### 5. Collection, monitoring and reporting of information

Information regarding complaints will be collected in accordance with the QCOSS quality management system. This information will be provided to the Executive and Board on a regular basis for purposes of improving the organisation.

## AVENUES OF APPEAL

Not satisfactorily resolved



Executive of QCOSS



Kept informed of process



Action taken



Recorded in Quality Management System

**If you would like to make a complaint please refer to the full and detailed complaints handling policy on our website [www.qcross.org.au](http://www.qcross.org.au) (under the 'about us' tag).**

**For further information contact:  
Queensland Council of Social Service  
Ground Floor, 20 Pidgeon Close  
West End Q4101.  
Phone (07) 3004 6900  
Fax (07) 3004 6999  
Toll Free 1800 651 255  
[www.qcross.org.au](http://www.qcross.org.au)**