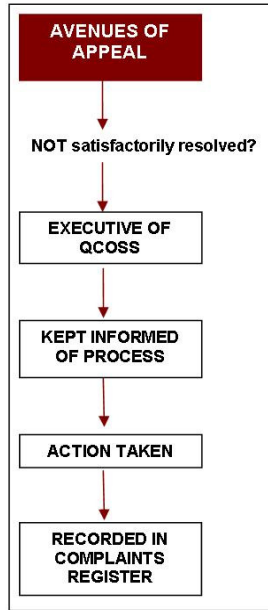


3. Avenues of Appeal

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.



4. Collection, Monitoring and Reporting of Information

Information regarding complaints will be collected in a Complaints register. This information will be provided to the Executive and Board on a regular basis for purposes of improving the organisation.

IF YOU WOULD LIKE TO MAKE A COMPLAINT PLEASE REFER TO THE FULL AND DETAILED COMPLAINTS HANDLING POLICY WHICH IS POSTED ON THE WEBSITE www.qcoss.org.au. UNDER "ABOUT US"

FOR FURTHER INFORMATION PLEASE CONTACT QCOSS

**PH: (07) 3004 6900 OR
EMAIL: qcoss@qcoss.org.au**

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC
Ground floor, 20 Pidgeon Close
(off Beesley St), West End Q 4101
PO Box 3786, South Brisbane Q 4101
Phone (07) 3004 6900
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QCOSS Guide to Make a Complaint

QCOSS

queensland council of social service inc
WORKING FOR A FAIR QUEENSLAND

QCOSS Guide to Make 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.

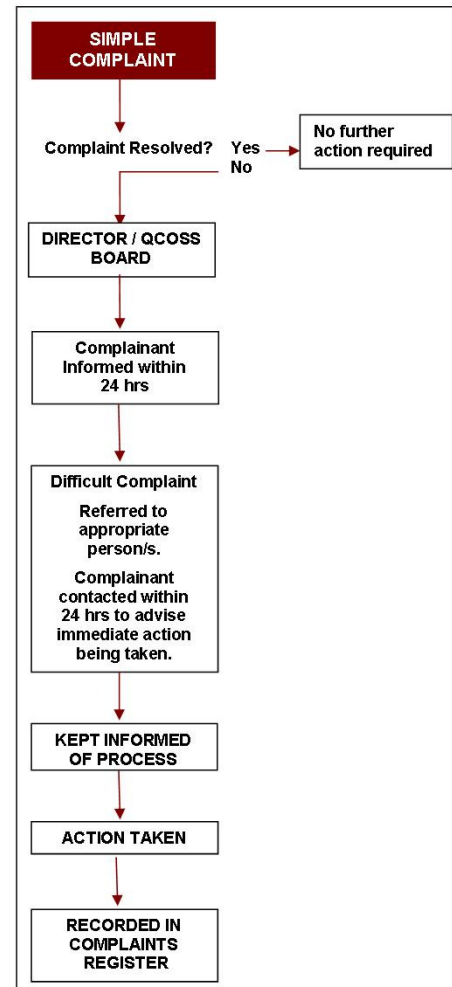
2. Procedures for submitting complaints:

Many **simple complaints** can be resolved informally and efficiently, and these types of complaints should be addressed through personal contact verbally with a staff member in the first instance.

If this is considered inappropriate by the complainant then complaints may also be made directly to the Director or a member of the Board.

A formal written complaint may be lodged with the Director via mail, email, or fax. It should provide:

1. specific details about the nature of the complaint;
2. contact details of the complainant being: address, phone number and where available, email address, and
3. identify any aspects of the complaint that need to be treated as confidential.



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.

