

A guide to making a complaint

Background

QCOSS recognises that from time to time members, and stakeholders may wish to complain to QCOSS over a range of issues. 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, and stakeholder 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 be informed of the reasons for decisions, and avenues for further review.
3. Complaints may be delivered and will be received either verbally or in writing, informally or formally.
4. A complaint 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 CEO. A formal written complaint may be lodged with the CEO 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.

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

All formal written complaints will be acknowledged by mail, telephone or email within 48 hours of receipt.

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

A **complaint about the CEO** will in the first instance be referred to the Chair of the Board.

A **complaint about QCOSS as an organisation** will be referred in the first instance to the CEO for appropriate consideration by the 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 48 hours or 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 48 hours to acknowledge receipt 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 the Chair of the Board.

4. 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 Board on a regular basis for purposes of improving the organisation.

For more information or help with making a complaint.

Write to us

Chief Executive Officer
Queensland Council of Social Service Ltd
PO Box 3786
SOUTH BRISBANE QLD 4101

Email us

qcross@qcross.org.au

Call us

Telephone 07 3004 6900