

<b>Complaints Policy</b>	
<b>Policy Rationale</b>	<p>CatholicCare is committed to ensuring people can provide feedback in a variety of ways and responding in timely ways. Should it not be possible to resolve the concern, other pathways will be offered.</p> <p>Importantly, any complaints regarding statutory issues will follow legislative guidelines and the safety and well-being of vulnerable people will be dealt with as a matter of priority.</p>
<b>Policy Scope</b>	<p>The following people have a responsibility in relation to this policy:</p> <ul style="list-style-type: none"> <li>○ Line Managers are responsible for implementation and for ensuring that staff are aware of this policy and related procedures.</li> <li>○ All staff, Council members and volunteers are responsible for compliance with this policy and related procedures.</li> </ul>
<b>Policy Statement</b>	<p>CatholicCare Social Services will respond to all complaints in a transparent and timely manner, without retribution, and will deal with them fairly, promptly, and confidentially.</p> <p><i>[Note: Complaints that relate to criminal matters shall be referred to the police and shall not be assessed by CatholicCare]</i></p>
<b>Consequences</b>	<p>Failure to comply with this policy and associated procedures shall result in disciplinary action which may include termination of employment.</p>
<b>Legislative References</b>	<p>Anti-Discrimination Act 1991 (Qld)          Child Protection Act 1999 (Qld)          Crimes Act 1914 (Cth)          Criminal Code Act 1995 (Cth)          Fair Work Act 2009 (Cth)          Family Law Act 1975 (Cth)</p>
<b>Related Documents</b>	<p>Child Protection Policy          Complaints Procedure</p>

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