CatholicCare
Social Services

Complaints Policy	
Policy Rationale	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. 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.
Policy Scope	The following people have a responsibility in relation to this policy: ○ Line Managers are responsible for implementation and for ensuring that staff are aware of this policy and related procedures. ○ All staff, Council members and volunteers are responsible for compliance with this policy and related procedures.
Policy Statement	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. [*Note: Complaints that relate to criminal matters shall be referred to the police and shall not be assessed by CatholicCare]*
Consequences	Failure to comply with this policy and associated procedures shall result in disciplinary action which may include termination of employment.
Legislative References	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)
Related Policies	Child Protection Policy Complaints Procedure

Date approved	12/2014	**Next review date**	03/2024	**Authorised by**	ELT
Last review date	05/2022	**Version**	7.1		

For more information, please call 1300 477 433 or email us: hello@catholiccare.services