

| <b>Client Feedback &amp; Complaints Management Policy</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Rationale</b>                                          | This policy provides a clear direction about the process for managing client feedback, compliments and complaints within CatholicCare Social Services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Scope</b>                                              | <p>The following people have a responsibility in relation to this policy:</p> <ul style="list-style-type: none"> <li>○ Supervisors are responsible for implementation and for ensuring that employees are aware of this policy and related procedures.</li> <li>○ All employees, Council members and volunteers are responsible for compliance with this policy and related procedures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Statement</b>                                          | <p>CatholicCare will ensure an open, fair and accessible process for managing client feedback, compliments and complaints. All complaints will be dealt with promptly, confidentially and without retribution. CatholicCare values the important contribution feedback provides to the ongoing development of the organisation.</p> <p>CatholicCare acknowledges that vulnerable clients, including adults with impaired capacity, children and young people, may be less likely to express their concerns in terms of a complaint and, therefore, the definition of complaint includes expressions of dissatisfaction by a client even if not expressed within the formal complaint process.</p> <p><b>GUIDING PRINCIPLES</b></p> <p>Principle 1 – Visibility</p> <p>CatholicCare will ensure that the Client Feedback and Complaints Management Policy is visible to clients, families and alternative decision makers and that they are aware of their options to provide feedback when using our services.</p> <p>Principle 2 – Enable client feedback and complaints</p> <p>CatholicCare will ensure that processes for providing client feedback and making complaints are accessible and that employees have a clear understanding of how to respond.</p> <p>Principle 3 – Free from fear of retribution</p> <p>CatholicCare will ensure clients (or decision makers) who provide feedback about an aspect of its services, or the conduct of a CatholicCare employee, are able to do so without fear of adverse consequences for themselves or for the clients on whose behalf the issue has been raised.</p> <p>Principle 4 – Responsive, fair, transparent, accountable, client-focussed</p> <p>Client feedback and complaints will be responded to promptly and handled objectively, fairly and confidentially, including executive oversight, for ensuring complaints are managed in accordance with CatholicCare principles, policies and procedures.</p> <p>Principle 5 – Investigation &amp; Reporting</p> <p>CatholicCare will investigate all complaints of serious misconduct by employees. When a complaint is substantiated, CatholicCare is committed to reporting this information where this may be required by a relevant authority or funding requirement.</p> |

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|                               | <p>Principle 6 – Continuous improvement</p> <p>CatholicCare will use learnings from client feedback, compliments and complaints to inform organisational improvements, which may include further training and professional development and/or systems and process changes.</p> <p>Principle 7 – Evaluation</p> <p>CatholicCare will conduct regular evaluations of its complaints handling process and outcomes to ensure compliance with this policy and effectiveness of the complaints process.</p> <p>Principle 8 – Confidentiality</p> <p>CatholicCare will manage client feedback and complaints in accordance with relevant privacy legislation and confidentiality provisions. All personal information will be handled securely and disclosed only where authorised or required by law, ensuring a safe and respectful process for clients to share their experiences.</p>                                                                                                                                                                                                                                                                                                                               |
| <b>Consequences</b>           | <p>Failure to comply with this policy and associated procedures may result in the instigation of a performance management process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Legislative References</b> | <p><i>Age Discrimination Act 2004 (Cth)</i><br/> <i>Australian Human Rights Commission Act 1986 (Cth)</i><br/> <i>Child Protection Act 1999 (Qld)</i><br/> <i>Copyright Act 1968 (Cth)</i><br/> <i>Criminal Code Act 1899 (Qld)</i><br/> <i>Disability Discrimination Act 1992 (Cth)</i><br/> <i>Domestic and Family Violence Protection Act, 2012 (Qld)</i><br/> <i>Evidence Act, 1977 (Qld)</i><br/> <i>Family Law Act, 1975 (Cth)</i><br/> <i>Family Law (Family Dispute Resolution Practitioners) Regulations 2025 (Cth)</i><br/> <i>Freedom of Information Act 1982 (Qld)</i><br/> <i>Human Rights Act 2019 (Qld)</i><br/> <i>Information Privacy Act 2009 (Qld)</i><br/> <i>Marriage Act 1961 (Cth)</i><br/> <i>National Catholic Safeguarding Standards</i><br/> <i>National Principles for Child Safe Organisations 2019 (Cth)</i><br/> <i>Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)</i><br/> <i>Public Records Act 2002 (Qld)</i><br/> <i>Racial Discrimination Act 1975 (Cth)</i><br/> <i>Right to Information Act 2009 (Qld)</i><br/> <i>Sex Discrimination Act 1984 (Cth)</i><br/> <b>NOTE:</b> CatholicCare will aim to uphold human rights through our Council governance</p> |
| <b>Related Policies</b>       | <p>Client Information Management Policy<br/>         Client Risk Management Policy<br/>         Confidentiality Policy<br/>         Human Rights Policy<br/>         Privacy Policy<br/>         Records Management Policy</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| <b>Other Related Documents</b> | Client Feedback and Complaints Management Procedure<br>Client Risk Management Procedure<br>Code of Conduct<br>FDR Complaints Management Guide<br>FDR Manual<br>Feedback & Complaint Letter – Acknowledgement<br>Feedback & Complaint Letter – Acknowledgement 3rd Party<br>Feedback & Complaint Letter – Apology for Delay in Responding<br>Feedback & Complaint Letter – General Response<br>Human Resources Procedure<br>Human Rights Protocol<br>National Office for Child Safety Complaint Handling Guide<br>Privacy Statement |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Definitions</b>             | <b>Term or Acronym</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                | Compliment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | A compliment is defined as an expression of praise or appreciation about any aspect of CatholicCare’s performance or business.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                | Complaint                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | A complaint is defined as an expression of dissatisfaction or unmet expectation with any aspect of CatholicCare’s responsibilities or the conduct of its employees, contractors or volunteers, as well as concerns regarding any aspect of service that identifies issues requiring a response.                                                                                                                                                                                                                                                                        |
|                                | Serious Misconduct                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Serious misconduct includes any act or serious omission that causes harm to a client, any breach of CatholicCare’s Code of Conduct, contravention of relevant legislation, or a substantiated complaint that raises doubt about a practitioner’s suitability. This may involve disrespectful or dishonest behaviour, misuse of confidential information, failure to follow lawful instructions, or actions that breach laws. Employees are expected to uphold professional standards at all times to ensure client safety, legal compliance and trust in our services. |

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| <b>Date approved</b>    | 08/2025 | <b>Next review date</b> | 08/2027 | <b>Endorsed by</b>   | Council |
| <b>Last review date</b> | 08/2025 | <b>Version</b>          | 1.0     | <b>Authorised by</b> | Bishop  |