



Organisational Policy: Complaints and Feedback

1. Definitions

- **We** or **Our** in this policy means Challenge Community Services.

2. Our Policy

- We are committed to resolving complaints fairly, equitably, and in a timely manner.
- If a client; adult, child or young person, a client's family member or friend, staff member or carer is dissatisfied with our service in any way, we will listen and try to resolve the problem.
- We will act upon complaints made by members of the public in a sensitive, fair and timely manner.
- We recognise that effective complaints management is integral to good customer service and we value all complaints and encourage a people-focused and proactive approach to complaints management.
- We will provide any support necessary to assist the complainant with making the complaint.
- Confidential will be maintained for the complainant and information will only be available to those who are involved in resolving the complaint.
- Complainants will not be disadvantaged or lose service provision as a result of making a complaint.

3. Who needs to know about this policy?

- All clients, clients' family members, and significant others, staff, and carers need to know about this policy and any associated procedure.

4. Why we have this policy

- This policy and associated procedure ensure an effective complaint management system and recognises the importance of human rights.
- Our complaints management system is operated in accordance with ISO 10002:2018 Complaint Management Guidelines.

5. Related policy, procedure, and forms

- Organisational Procedure: Complaints and Feedback
- HR Procedure: Grievance Process
- Organisational Procedure: Whistle-blower Policy