

### Introduction

Parkerville Children and Youth Care Inc. (Parkerville CYC) has an open and accessible feedback and complaints process available for all consumers (i.e. children, parents, carers, extended family members, external stakeholders or members of the community). Feedback may include comment and compliments about a service received or suggestions for improvement. Feedback can be provided by completing the Consumer Feedback form and placing in suggestion boxes at Parkerville CYC offices.

A complaint is an expression of dissatisfaction or concern that may be made about any of Parkerville CYC's services. A complaint may also be made about the lack of service(s) which may be reasonably expected to be available to a client of the organisation. Complaints may be either made verbally, by email, fax, or in writing.

Complaints and feedback will be dealt with fairly, sensitively, promptly, confidentially and without retribution.

### Consumer Rights

Consumers will be given assistance to access the feedback and complaint process as required.

Where literacy, vision impairment, disability and/or intellectual capacity is an issue, all necessary steps will be taken to ensure the information is delivered directly to the consumer in a form that is able to be understood. Where the consumer has a culturally or linguistically diverse or Aboriginal background, every effort will be made to ensure that the complaints process is culturally appropriate and that interpreters are made available if required.

Where a consumer raises a complaint, they have the right to be treated in a welcoming and respectful manner and have that complaint:

- Received in strict confidence;
- Addressed in a spirit of helpful co-operation;
- Treated as genuine and be properly and objectively investigated;
- Resolved promptly and to
- Receive feedback on outcome of the complaint.

### Complaint Resolution Process

#### Step 1

Complaints at programme level are to be addressed through discussion between the complainant and the person receiving the complaint in the first instance. The complaint will be investigated and resolved immediately or as soon as practicable.

If further action is required to resolve a complaint, the person receiving the complaint will notify the relevant Manager/Coordinator or Director and inform the Complainant of this referral.

#### Step 2

The Manager/Coordinator or Director will ensure the complaint is followed up with the consumer within 48 hours. The aim is to reach a satisfactory resolution by:

- Formally acknowledging the complaint in writing; by letter or email within 48 hours.



- Arranging a meeting between the parties if possible to provide a forum for open discussion
- Addressing all complaints with a view to reaching a resolution within five working days.
- If there is a delay in finalising the issue, the complainant is to receive regular updates on the progress of the investigation at intervals agreed to by the complainant and Parkerville CYC Manager/ Coordinator or Director. In circumstances where no resolution can be reasonably achieved, each party to the dispute can call in an independent person to speak, act or mediate on their behalf.
- Completing the PQS 121 consumer complaints form to document the issue/s, actions and outcome of the complaint

### Recording

All complaints will be recorded. Complaints and concerns resolved immediately at the first point of contact will be documented in the client file notes. Complaints and concerns resolved immediately but expressed repeatedly should be discussed with the line manager who will determine if any further actions are required. Repeatedly reported concerns should be discussed with the Director and as appropriate tabled at the case manager/ care team.

Complaints that require management by the Manager/ Coordinator or Director will be recorded on the PQS 121 Consumer complaints form and filed in the client file once resolved. A photocopy is to be provided to the Manager Quality and Risk within five days of the complaint resolution for entry onto the complaint register.

The complaint data will be recorded and categorised on a centralised complaint register. This register will be maintained by the Quality and Risk Team who will provide collated summaries to Directors on a quarterly basis and six monthly reports to Senior Management Group.

Complaints data will be used to enhance Parkerville Children and Youth Care systems, services and /or processes as part of continuous improvement.