

AUTHORITY FOR FINAL DETERMINATION & APPROVAL:

CEO

RESPONSIBILITY FOR:

Oversight - CEO

Review – BM

Implementation - BM

NAS STANDARDS:

Standard 2 – Planning, Evaluation & Quality Management

Standard 8 – Information, Assessment & Referral

Standard 9 – Provision of Discrete and Ongoing Services

Standard 14 – Community Information & Legal Education (CLE)

Standard 16 – Cultural Safety for Aboriginal and Torres Strait Islander Staff and Clients

FREQUENCY OF REVIEW:

Every three years - Minimum

VERSION NUMBER:

4.0

APPROVED BY	Chief Executive Officer
DATE APPROVED	March 2024

INTRODUCTION

1. TQ clients and other external stakeholders, have the right to make a complaint and have this dealt with in a fair manner.
2. TQ has therefore developed this Client and External Stakeholder Complaints Policy to guide the manner in which complaints made to TQ by clients, external agencies and third parties about TQ as a whole, individuals within it and/or services provided; are dealt with.
3. This policy is to otherwise be read in conjunction with the TQ Client and External Stakeholder Complaints Procedures and other related policies, procedures and documents.

SCOPE

4. This Policy applies to complaints received from TQ clients, prospective clients, and other individuals and organisations that come in contact with TQ.
5. This Policy does not however apply to:
 - internal employee or volunteer disputes or grievance;
 - grievances, disputes or complaints made by TQ Members (including Board Members, and TQ employees who are members of TQ) in relation to issues that in any way relate to their membership with TQ, or rights conferred on them by that membership.
6. Where however a TQ employee, TQ volunteer, TQ Member or TQ Board Member is making a complaint in their capacity as a TQ client or other stakeholder representative, then this policy applies in relation to that particular complaint.
7. Clients and external providers who contact TQ wishing to make a complaint about a TQ QSTARS partner agency or their employees, also fall outside the scope of this policy. Where TQ sub-contracts service delivery, the third party will be required to have its own complaints management process.
8. Critical and constructive feedback also falls outside the scope of this policy; and can be provided to TQ verbally, or in writing and through the TQ/QSTARS websites.

POLICY STATEMENT

9. TQ clients and other external stakeholders to whom this policy applies, have the right to make a complaint and have their complaint dealt with in a fair manner.
10. TQ therefore provides a complaints and review mechanism that:
 - is simple and easy to use
 - communicated to clients and other stakeholders
 - assesses complaints in a manner that is fair.

11. TQ also:

- considers all complaints it receives
- treats all complaints seriously
- deals with all complaints in a timely manner
- keeps parties to a complaint informed of progress of the complaint, and its outcome
- keeps a record of complaints
- reviews its complaints processes
- reviews its provision of services in response to complaints.

12. A complainant may also have a support person to assist them with their complaint (or review).

13. TQ does not however accept anonymous complaints/reviews.

14. Where appropriate TQ may also adjust its complaints/review processes; or have a complaint/review dealt with through a dispute resolution process.

15. TQ does not subject a complainant to recrimination or retribution because they have made a complaint. Where however a complaint gives rise to an irrevocable conflict of interest with TQ, or WHS issues arise that are unacceptable to TQ, then TQ may determine that it will not provide services or further engage with the complainant.

RESPONSIBILITIES

16. CEO, Managers and Coordinators are responsible for ensuring that their direct reports, are aware of and abide by this Policy as it relates to their work.

17. CEO, Managers, Coordinators, employees and volunteers are responsible for ensuring that they abide by this Policy as it relates to their work.

RELATED POLICIES & PROCEDURES:

- Organisation Performance and Evaluation
- Employee Discipline
- Managing Complaints of Inadequate Service
- Access to Services
- Provision of Advice
- Service Delivery Priorities
- Legal Casework

OTHER RELATED DOCUMENTS:

- Sub-Contracts between TQ and QSTARS Partner Agencies (section 24)
- Complaints Form
- Client and External Stakeholder Complaints Register

KEY RELATED LEGISLATION:

Nil applicable to this specific Policy

VERSION TRACKING:

Version	Approved By	Date of Approval
1.0	CEO	September 2018
2.0		8 January 2020
3.0	A/CEO	April 2023
4.0	CEO	March 2024