

COMPLAINT HANDLING PROCEDURE

for staff who receive a complaint or concern



If you receive a complaint or concern:

Take notes of:



- Their name and contact details
- Details about the complaint or concern (eg date, location, people involved)
- Whether anyone is in danger
- Your name and date you received the complaint

For safeguarding matters, refer to the Safeguarding Report Form.

Then tell them that:

- Someone from Caritas Australia will be in contact
- Their complaint will be referred to the Complaints Focal Point
- They can contact us via confidential@caritas.org.au

If you don't feel comfortable taking the complaint

- Refer them to Stopline or the Complaints Focal Point confidential@caritas.org.au
- Ask if they're comfortable for you to give their details to Complaints Focal Point

Stopline follows the same process (except for anonymous complaints where they take extra steps to protect anonymity).

The Complaints Focal Point will:

Acknowledge the complaint



- Within 2 working days
- Confirm all details are correct
- Advise of support options

Assess the complaint

- Do we need more information?
- Are we obligated to report to external agencies? eg criminal, safeguarding
- Is an investigation required?
- If the complaint doesn't involve Caritas Australia direct, should we refer it on?

Tell them:

- The outcome of the assessment
- Whether the matter will be investigated and who will contact them

Record the details

- in the Complaints Register

After an investigation



- The Investigator provides report to Investigation Committee
- The Investigation Committee will determine outcomes
- An action plan is developed
- Investigation Committee hands over matter to relevant person

Before an investigation



- Develop the Terms of Reference
- Appoint Investigation Committee
- Appoint Investigator
- Conduct investigation

The Complaints Focal Point will:

Advise them:



- What action was taken (if this can be shared)
- That the matter is closed
- If they are unsatisfied with the outcome, how to make an appeal (to CEO) or a complaint (to ACFID)

Review the process



- What lessons have we learned?
- Update policies or procedures where necessary
- Prepare report if required including recommendations