



## **CARERS AUSTRALIA COMPLAINTS POLICY**

### **FEEDBACK – COMPLIMENTS, CONCERNS OR COMPLAINTS**

Carers Australia welcomes all feedback about our organisation and our work. If you have a compliment, concern or complaint about Carers Australia, we would like to hear from you.

Please contact us via:

**Email:** [caa@carersaustralia.com.au](mailto:caa@carersaustralia.com.au)

**Mail:** Carers Australia, PO Box 5300, Braddon ACT 2612

### **COMPLAINTS**

From time to time, we may not meet your expectations. If you wish to raise a concern or make a complaint about Carers Australia, your experiences with Carers Australia, our programs, a staff member, event or activity, you can do this through our Complaints Policy and Process.

#### **Complaints Management Policy and Process**

We believe that members of the public have a right to:

- Complain or express concerns about Carers Australia without fear of recrimination;
- Have their concerns or complaint dealt with fairly, promptly, professionally and in a manner that respects their privacy;
- Be represented at any stage throughout the process by an advocate of their choice and will be informed of this right when lodging a complaint;
- Be treated in a respectful and non-discriminatory manner;
- Confidentiality; please note there will be limits to confidentiality in certain circumstances. For more information on our Privacy Policy please contact us at [caa@carersaustralia.com.au](mailto:caa@carersaustralia.com.au).
- To be given a written statement of the outcome or outcomes, including reasons for the decision; and
- Withdraw at any stage throughout the process. However, Carers Australia may elect to pursue the issue without their involvement.

The Carers Australia Complaints Policy is in place to provide:

- A clear statement of our commitment to receive and deal with feedback, positive or negative;
- An accessible process that handles complaints in a timely, professional and consistent way;
- A simple process that avoids the unnecessary use of resources including people's time and money;
- Information to help Carers Australia improve its work, impact, operations and processes; and
- Advice to carers on their option to consult an independent advocate of their choice at any stage of the complaint process.

It is the objective of this policy to ensure that, where possible all grievances are resolved by negotiation and open discussion in a timely manner, between the parties.

### **What you can contact us about**

Carers Australia will deal with concerns and complaints from the public or external stakeholders about Carers Australia, our programs, a staff member, event or activity. For example, you may feel there is an administrative process or procedural deficiency; an unreasonable delay to an enquiry you have made about a Carers Australia function; a discriminatory action or decision; unprofessional behaviour or misconduct by a staff member; a factual error; or fraud and compliance issues.

We do not get involved in individual service complaints or decisions made by another organisation. If you have a complaint about a service or a decision made by another organisation, you will need to contact the relevant decision-making body.

### **Process for making a complaint**

**Stage 1** – All complaints should be directed to [caa@carersaustralia.com.au](mailto:caa@carersaustralia.com.au). Include detailed information about the complaint, including relevant dates, people involved, and any supporting documentation. Please also include your phone number if you're happy for us to call you to resolve the complaint. The person notified of the complaint will discuss and/or meet with the person making the complaint and attempt to resolve the issue. If the issue cannot be resolved it can be escalated to Stage 2.

**Stage 2** – The relevant Director will be informed. The Director will discuss and/or meet with the person making the complaint. If the issue cannot be resolved at this level, it will move to Stage 3.

**Stage 3** – The Chief Executive Officer will review the complaint and provide a final response.

To help us understand and resolve your complaint, you or your independent advocate should provide written details of the basis upon which the complaint is being made, including:

- A clear statement about what you consider was unsatisfactory;
- Copies of, or references to, information to support the complaint;
- Details of any attempts you may have made to resolve the matter informally;
- A statement about what you wish to achieve from the complaint process; and
- To help us look into your concerns more effectively, your permission for Carers Australia to use any personal information you provide to process and respond to your complaint (see Section 4 for more information).

We may need to contact you as we deal with your complaint to clarify any issues or seek further information.

### **Information we need and confidentiality**

We will accept anonymous complaints but the following information will help us to look into your concerns more effectively:

- Your name and contact details;
- Permission for Carers Australia's staff looking into the matter to disclose your personal information to the relevant parties (if applicable); and
- Permission to the relevant parties to provide details of your dealings with them to Carers Australia staff members looking into the matter (if applicable).

With your permission, your personal information will be used for the purpose of processing your complaint and will be protected under the provisions of the Privacy Act 1988. Your personal information will not be released to any person or organisation unless required by law or where you provide your consent.

You have the right to withdraw your personal information from the Complaints Management process at any time.

### **Further Action**

If you do not feel that you have received a suitable response or you do not feel comfortable speaking directly with Carers Australia, you have the right to refer matters to the Australian Human Rights Commission or the Australian Charities and Not-for-Profits Commission.