



EXTERNAL COMPLAINTS PROCEDURE for CLIENTS

Karratha Community House Inc. (KCH) recognises the right of clients to raise issues of concern about other clients, staff members or the services and programs provided by KCH and will maintain the rights and safety of the individual. This document aims to provide a clear complaints process for all clients, families and others in contact with KCH.

All complaints will be accepted and considered without prejudice. Complainants will be treated respectfully, fully informed and supported in exercising their rights to make a complaint without fear of discrimination or harassment.

KCH is committed to resolving all complaints in a timely manner – through KCH management in the first instance and referred to the KCH Board if unresolved.

In the event that a complaint is deemed to be unreasonable by KCH, the complainant will be advised in writing of such and no further communication will be entered into regarding that complaint.

The data from complaints will be recorded in a relevant Complaints Register and any service-related or quality improvement issues and actions that arise will be included in the strategic and operational planning processes.

WHO CAN MAKE A COMPLAINT?

Anybody who uses a KCH service, or has a right to expect a service from us, may make a complaint. Individuals can make the complaint directly, or have someone else represent them.

HOW TO MAKE A COMPLAINT

If you have a complaint about the service, let a staff member know. Many problems can be sorted out through explanation, discussion and action by KCH staff.

You do not have to put your complaint in writing unless you wish to; for example, if after talking your complaint through, you are not satisfied.

To lodge a written complaint, please fill out the *External Complaint Form* (which can be found at the end of this document). Provide as much detail as you can and email it to accounts@karrathacommunityhouse.org.au, or hand it in person to the KCH Creative Director.

KCH will acknowledge receipt of your complaint in writing within three working days and ensure that it is investigated and resolved in a timely manner.

RESPONDING TO A COMPLAINT

Many complaints will have easily identifiable solutions and can be quickly resolved to the satisfaction of the complainant.

A formal complaint exists only when a satisfactory solution **cannot** be offered after a person first makes the issue known.

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Persons to whom a complaint is made can offer any solutions consistent with their role or position within KCH. Where the likely solutions appear to require approval from a higher authority, the complaint must be referred to the KCH Board.

RECEIVING A COMPLAINT

When receiving a complaint, the following information needs to be recorded on the *External Complaint Form*:

1. The name of the person/s making the complaint;
2. The date, time and location the complaint is received;
3. The name of the person receiving the complaint;
4. A brief description of the complaint; and
5. A brief description of the actions taken following the complaint, including the solutions offered.

RECORDING AND RESOLUTION PROCESS FOR COMPLAINTS

The *External Complaint Form*, *Complaint Response* and associated actions should be compiled by the staff member receiving the complaint and kept on site.

Any KCH staff members involved or responsible (such as office staff or facilitators) should be given a copy of the complaint and inform the Creative Director of outcomes.

The Creative Director is to take the complaint information to the next Board meeting to be discussed. This is to include resolution steps taken by staff member and outcomes of complaint.

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Version	Reviewed by	Changes Made	Review Date	Approved By	Next Review Date
1.0	Kelly Dines	Policy created.	14/07/2012	KCH Board	N/A
1.1	Vidya Thorby, Elise Gore	Converted to procedure. Split out KCH staff procedure into new document (CL02). Updated formatting and role titles.	28/01/2021	KCH Chairperson	28/01/2023

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EXTERNAL COMPLAINT FORM

Client details	
Name:	
Phone number:	
Email address:	

Complaint details	
Program:	
Date:	
Detail of feedback or complaint:	
How can we improve? <i>(Please offer any suggestions for improvement)</i>	
Signed by client:	
Date:	

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KCH COMPLAINT RESPONSE

Complaint processing details

Complaint received by:			
Date of receipt:			
Client notified that complaint has been received (within 3 business days):	<input type="checkbox"/> Yes	Date of notification:	
		Name of person who notified client:	

Follow-up actions taken

Actions taken:			
Client notified of outcome (within 10 days of complaint):	<input type="checkbox"/> Yes	Date of notification:	
		Name of person who notified client:	
Client satisfied with outcome?	<input type="checkbox"/> Yes → close complaint		<input type="checkbox"/> No → escalate to Board
If NO, board member(s) to specify further actions taken and notify client of outcome:			
Complaint closed by:	Name:		Role:
	Signature:		

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