

COMPLAINTS MANAGEMENT AND RESOLUTION SYSTEM (POLICY DOCUMENT)

Main points

- At the Deaf Culture Council Queensland (DCCQ), we do our best to help people. But sometimes, you, or someone else, might not be happy with us. For example, you might not be happy with some of our services and supports.
- We are a registered incorporation association. As such, members and public have the right to make complaints about our services at any time.
- If you want to make a complaint, we want to help you to make it quickly and easily, and without stress.
- We will do our best to deal with any complaint fairly and quickly.

Who can make a complaint?

DCCQ members and members of the public at all can make a complaint about our services.

How can you make a complaint?

We want to make sure it is as easy as possible for you to make your complaint.

We will give support and help to anyone who wants to make, or who has made, a complaint, about us.

To make a complaint, you can fill in our **Complaint and Feedback Form**. But you do not need to if you prefer to make your complaint in a different way.

You can make your complaint:

- by talking with us face-to-face in Auslan.
- by email.

- by text message.
- By video call (Skype/Zoom).

To protect your privacy, we do not recommend using social media like Facebook, Twitter, or Instagram to make a complaint.

Can you ask someone for help to make a complaint about us?

Yes.

You can have a family member, carer, friend, advocate, advisor, or any other person make the complaint for you.

Does your complaint have to be in English?

No.

You can make your complaint in Auslan.

Who should you contact to make a complaint?

So that we can respond to your complaint quickly and fairly, we suggest making or sending your complaint directly to our Secretary via email - info@dccq.org.au

If you would prefer not to contact our Secretary for any reason, you can make your complaint to our President.

What will happen when you make a complaint? How do we ensure the process is fair?

To make sure everyone is treated fairly, we will follow these steps for all complaints about our services:

First, we will send you a **message in writing or in Auslan**. The message will:

- tell you that we have received your complaint; and
- tell you what we are doing to investigate the complaint, when you can expect to hear from us, and who you can contact to discuss the complaint.

(**Note:** If you make an anonymous complaint, we will not be able to do this because we will not know who you are.)

Second, we will **assess** your complaint. This means we will investigate your complaint by reviewing what happened, talking to you, other persons, and Board members who were involved, and looking at any documents or other records we have that might give us information about what happened.

Third, we will work with you to try to **fix (resolve)** the complaint. If appropriate, we will keep you involved in the resolution process. We will also keep you informed on the progress of the complaint, including any action taken. We will do our best to do this in a fair way that does not take too long. We will try to resolve your complaint within **21 business days**. If this is not possible, we will let you know why not in writing and give you an estimate of how long it will take for us to respond. (Note: If you make an anonymous complaint, we will not be able to do this because we will not know who you are.)

Fourth, we will **respond appropriately** to your complaint. Depending on the complaint and the results of our assessment and attempts to resolve the complaint, this may include a range of responses. For example, our response may be that:

- no further action is required; or
- you are owed an apology; or
- we need to change our policies and procedures to ensure similar events do not happen again; or
- for the person you complain about
 - We will write a first warning letter.
 - A second warning letter will be sent if not complicated to first letter.
 - We will remove the person from DCCQ membership.
 - In case of not following the instruction, we will call the police.

We will tell you our decision and the reasons for our decision. (Note: If you make an anonymous complaint, we will not be able to do this because we will not know who you are.) We will also make sure that any recommended improvements or changes are put into place.

At each stage in the process, we will do our best to make sure everyone is treated fairly. This is called “**procedural fairness**.”

What if you are unhappy about our decision?

If you are not satisfied with our response to your complaint, let us know and our President or responsible person will try to schedule a time to meet with you to discuss your ongoing concerns with a view to resolving the matter in a professional way.

Will your complaint affect how you and others are treated by us?

Absolutely not.

Your complaint will not affect the service we give you or anyone else.

Will your complaint be treated confidentially?

Yes.

We will only share the information in your complaint if the law makes us share it, or if we need to for risk management purposes (e.g. if we need to contact our insurer)

For example, in some cases, a complaint may require us to notify a regulator, professional body, and/or an insurer, e.g. if your complaint includes allegations of criminal, or professional misconduct, or leads us to anticipate a claim for compensation or other litigation. This may become clear only after we have completed our preliminary investigation of your complaint.

How long will we keep records of your complaint?

We are required by law to keep appropriate records of all complaints received in our capacity as incorporated association for **at least 7 years** from the date a record is made. These include, where appropriate:

- information about complaints.
- any action taken to resolve complaints; and
- the outcome of any action taken.

We are also required by law to collect complaints-related information to enable us to review issues raised in complaints, identify, and address systemic issues raised through the complaint management and resolution process and, if requested, to report information relating to complaints to the Queensland Police Service.

Review of Complaints Management and Resolution System

This system will be reviewed periodically - at least once a year – to ensure it is effective.

Who is responsible for making sure this system is followed?

The Board Directors have a primary responsibility for the oversight and review of the complaints management and resolution system.

Compliment

Complaints (and compliments) give us useful information about the quality of our services. Resolving complaints in a friendly way gives us the opportunity to improve our services and to learn from our mistakes.

We take all complaints very seriously and will work hard to address and resolve them efficiently to your satisfaction as set out in this policy.

The policy was approved/updated on << date>> << venue>> by the Board Directors

Signed by the President Signed: _____