



# Complaints Policy



Social Care Solutions values feedback and takes complaints seriously. Making a complaint will not affect your access to our services or how you are treated. Complaints help us learn and improve.

## **What is a complaint**

A complaint is when you tell us you are unhappy or concerned about:

- Our services, programs or activities
- The behaviour of a staff member or contractor
- A decision we have made
- How you or your child has been treated
- A child feeling unsafe or uncomfortable
- Suspected abuse or neglect

## **Who can make a complaint**

Anyone can make a complaint including

- Children and young people
- Parents and carers
- Family members
- Staff and Contractors
- Community members
- Our business partners

**We take all concerns seriously and will respond as quickly as possible**

## **How to make a complaint**

- Speaking with your worker
- Speaking to a member of our Senior Leadership Team
- Contacting the Chief Executive Officer
- Contacting us by phone, by email or in writing
- Through our website

## **When a concern is raised, we will:**

- Listen and respond respectfully
- Act to protect children from harm
- Follow reportable conduct laws
- Work with statutory authorities when required
- Explain the process and next steps
- Keep you informed where possible
- Let you know the outcome where possible
- Maintain privacy and confidentiality unless we are required to disclose by law



## **Privacy and Confidentiality**

Information about children and families is handled carefully. We will only share information:

- To keep children safe
- When required by law
- With people authorised to help

*If you are not satisfied*

If you are not happy with how your complaint has been handled, you can

- Ask for the complaint to be reviewed
- Seek advice from an external body

We will provide information about other options if needed

## **Feedback and Compliments**

We also like to hear about what we do well. Knowing what we do well helps us to keep doing the good things.

You can let us know by

- Phoning, emailing or writing to us
- Using the website
- Telling your worker
- Contacting the Chief Executive Officer or member of the Senior Leadership team

## **Continuous improvement**

We regularly review our policies by

- Seeking feedback from children and families
- Training staff and contractors
- Reviewing incidents and complaints
- Updating policies and procedures

*If you would like more information about our approach or would like to raise a concern, please contact us. We welcome questions, feedback and suggestions.*

Visit:

<https://www.socialcaresolutions.com.au/safeguarding/complaints>

