



Reference: CS
Title: CS Procedure –
Feedback and Client
Complaints
Version: 1
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PROCEDURE – Feedback and Client Complaints

GUIDING POLICY

This procedure is informed and guided by the Client Services Policy.

RATIONALE

Victims of Crime NT welcomes information and feedback from clients which will enable the organisation to improve the quality of services to the community. All clients are to be made aware of their right to express concern or complain, and should fully understand the complaints procedure and the use and availability of advocates. Clients can expect complaints to be dealt with professionally, fairly, promptly and in a confidential manner.

STEPS TO BE FOLLOWED IN CARRYING OUT THIS PROCEDURE

Clients may register feedback or lodge a complaint in the following ways:

1. Quality Improvement Suggestion – for general program feedback and improvements
2. Formal Complaint – for matters that require escalation and a formalised response

All complaints of a criminal nature will be immediately referred to the police.

The staff member/volunteer receiving the complaint in the first instance should refer the matter to the Program Manager/CEO in the first instance. The Manager/CEO may be able to resolve the matter informally with the offer of a Quality Improvement Suggestion or offer the complainant the option of proceeding to a formal complaints process.

Quality Improvement Suggestion:

If the client decides to proceed with a Quality Improvement Suggestion, the Manager/CEO will send the appropriate Form via email or post. Any suggestions received will be shared with relevant team members at program or staff meetings via a standing agenda item – Quality Improvement Suggestions/Complaints. Such information can be incorporated into future evaluation and planning processes.

Formal Complaint:

If a decision is made to proceed to a formal complaint, the matter will escalate to the CEO, who will invite the client to complete a Client Complaint Form. The client has a right to invite an advocate or support person to assist the process. The CEO will ensure the following information is given to the complainant:

- That all complaints are treated confidentially and that they will suffer no loss of service because they have made a complaint.
- Explain the complaints procedure.



- That they have the right to use an advocate of their choice, and refer them to appropriate client advocacy services if needed.
- Explain that complaints are valuable in helping to maintain and improve the service.

The CEO will contact the complainant within 5 working days of receipt of complaint to discuss what action is proposed/has been taken. The Management Committee is to be advised that a formal complaint has been lodged and this will be minuted at the next meeting of the Management Committee.

If the complaint is not resolved to the complainant's satisfaction, the CEO will escalate to the Management Committee who will determine appropriate next steps for resolution.

If after following the above procedures, the client is not satisfied with the outcome of the complaint, the client can complain to:

Crime Victims Services Unit
Level 1, Darwin Central, 21 Knuckey Street, Darwin NT 0800
PO Box 1722, Darwin NT 0801
T: (08) 8935 7777
Free call: 1800 460 363
E: cvsu.doj@nt.gov.au

Once a formal complaint has been resolved, written confirmation of the outcome will be provided by the CEO.

Completed forms are to be filed in the CEO's office in the Client Complaints file.

As far as possible, the fact that a client has lodged a complaint and the details of that complaint will be kept confidential amongst staff/volunteers directly concerned with its resolution. The client's permission will be obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactorily resolve the complaint.

RELATED DOCUMENTS

CS Form - Quality Improvement Suggestion

CS Form - Client Complaint

Victims of Crime Charter