



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

17 Bicentenary Lane
Maleny, QLD, 4552
Phone: (07) 5499 9345
Email: info@malenync.org.au
Open Mon - Fri: 9am - 3pm
and booked activities anytime



In the Heart of Maleny ...

FINAL

MALENY NEIGHBOURHOOD CENTRE		
2019 FEEDBACK AND COMPLAINTS BY CLIENTS POLICY v1		
Authorised By: Maleny Neighbourhood Centre (MNC) Management Committee		
Responsibility for the review:	MNC Management Committee and Centre Coordinator and Development Worker (CCDW)	
New policy: Developed: Dec 2018	Reviewed By: CCDW & VSW Feb 2019	Date of next review: February 2022
Date last review:	Approved by Management Committee 28/2/19 (Signature)	
Review Process	This Policy will be reviewed by the CCDW and endorsed by the MNC Management Committee. The review process will be completed by the next review date.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 5 (Feedback, Complaints and Appeals)	
Other Standards:	Standard 2 (Service Access) Standard 3 (Responding to Individual Need) Standard 4 (Safety, Wellbeing and Rights)	
Relevant Policies:	Conflict Resolution	

	Privacy and Confidentiality
Forms or other organisational documents:	Incident Form Quality Improvement Register
Legislation or other requirements:	Racial Discrimination Act 1975 Qld Anti-Discrimination Act 1991 Sex Discrimination Act 1984 Disability Discrimination Act 1992 Freedom of Information Act 1986
Purpose and Commitment	<p>MNC is committed to having effective feedback, complaints and appeals processes in place to give all centre users a way of expressing any positive feedback or dissatisfaction they might have within a particular program or service and of having their concern dealt with promptly and effectively.</p> <p>The organisation is committed to open and transparent processes that protect the rights of all service users to access fair complaints procedures and protects staff and volunteers against vexatious actions.</p>
SCOPE	All users of MNC's facilities, programs and services.
Procedures	Staff and volunteers are informed of their rights, responsibilities and of the organisation's policies and procedures during the induction process which is completed at the beginning of their involvement with our service. Clients can access MNCs policies and procedures on the website.
	<p>COMPLAINTS</p> <p>If a person is unhappy with some aspect of MNCs operations they should raise their concern with either the Volunteer Support Worker (VSW) if a volunteer matter, or the Centre Coordinator (CCDW) for other matters. The VSW or CCDW will explain the process that will be followed in dealing with the complaint, as detailed in our Conflict Resolution policy.</p> <p>A meeting with either the VSW or the CCDW will be arranged as quickly as possible and the person raising the concern will be informed that they are welcome to bring a support person with them to the meeting.</p> <p>If they want to make a written complaint they can do so by completing an MNC Incident Form. MNC will provide an acknowledgement to the complaint within 5 working days.</p>

	<p>If there is a complaint made against any MNC paid staff, the Coordinator will inform the Management Committee and the Department of Communities, Disability Services and Seniors in writing that a complaint has been made, and detail the steps that will be taken in dealing with the complaint.</p> <p>The Coordinator will assess the situation and propose a resolution to the conflict. The process will be thoroughly documented. All proceedings will remain confidential between the parties involved. All paperwork relating to complaints will be scanned and saved in the Client Grievances file. A letter outlining details of the resolution will be sent to the aggrieved person and the staff member, and a copy will be placed in the Client Grievances file.</p> <p>If the complaint is in reference to the Coordinator, the Executive of the Management Committee will be responsible for the investigation which will be led by the President. The President will keep the rest of the Management Committee informed regarding the progress and outcome of the complaint. As detailed above, the process should be thoroughly documented. All proceedings will remain confidential between the parties involved and the Management Committee. A letter outlining details of the resolution will be sent to the aggrieved person, the Coordinator and a copy placed in the Client Grievances file.</p>
	<p>If the complainant wishes to appeal, or if the complaint concerns the Coordinator, then the aggrieved person should put their concerns in writing to the Secretary of the MNC Management Committee.</p> <p>CONFIDENTIAL The Secretary Maleny Neighbourhood Centre Inc Management Committee 17 Bicentenary Lane Maleny Qld 4552</p> <p>The Secretary will acknowledge receiving the complaint within 5 working days. Any complaints that are directed to the Management Committee will be dealt with by the executive as detailed in the Conflict Resolution Policy.</p>
	<p>If the matter is still unresolved the person making the complaint will be provided with information needed to pursue the matter further as detailed below.</p> <p>Department of Communities Regional Service Centre, Maroochydore Ph: 53527385</p>

	<p>Department of Communities Brisbane office: 13 QGOV (13 74 68) Email: enquiries@communities.qld.gov.au</p>
	<p>Information gathered from the MNC complaints process that has immediate service delivery implications will be brought to the MNC Management Committee's notice as quickly as possible. If the identified service changes are endorsed by the Management Committee they will be added to the Quality Improvement Register, and implemented as soon as is reasonably possible.</p> <p>All information gathered from the MNC complaints process will be evaluated on a quarterly basis and used, where appropriate, for planning improvements to work practices and/or service provision.</p>
	<p>FEEDBACK</p> <p>People can provide feedback to MNC in person at the centre, via email, letter or on Facebook. Where positive feedback is received concerning assistance provided by a staff member or volunteer, that feedback will be passed on to the relevant person.</p> <p>All significant feedback received, positive or negative, will be documented and saved in the Client Feedback File.</p> <p>Any negative feedback will be reviewed with regard to possible improvements that could be made to services, assistance provided and the overall running of the centre.</p>