



PeakCare  
Queensland Inc.

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**Complaints  
Process**

While continually striving for excellence, PeakCare understands that on occasion people may wish to air a grievance about the nature or level of service they have received from us.

Our commitment to receiving, reflecting on, and acting on feedback (including complaints) enhances the level of member and stakeholder satisfaction with PeakCare.

This *Complaints Process* aims to be simple and transparent; combining natural justice principles with a commitment to timely resolution.

## 1. Principles

Complaints will be handled in a timely manner according to the following principles of natural justice and fairness:

- The right of the complainant to be heard.
- The right to be informed of the reasons for decisions and actions, and the avenue for further review.
- Complaints can be received either verbally or in writing.
- A complainant has a right to be consulted during the resolution process and to participate in deliberations as appropriate.

## 2. Procedures for submitting complaints

It may be possible to resolve some issues efficiently and effectively through personal contact with a staff member.

If however the issue is more serious, sensitive or complex, then a **formal Complaint** should be made in writing.

A Formal Complaint **should**:

1. Give specific details about the complaint
2. Identify any or all aspects of the complaint that need to be treated as confidential, and
3. Provide contact details of the complainant: name, postal address, preferred contact phone number, and email address

The nature of the complaint will determine the person to whom it should be directed – see below table:

If the complaint is about ...	... the complaint should be directed to ...	Contact Detail
A complaint <b>about a staff member</b> of PeakCare ...	ideally, in the first instance, direct the complaint to that staff member, or alternatively to their line manager.	Contact details for all our team are listed on the “ <a href="#">Our Staff</a> ” page on our website Line manager: <ul style="list-style-type: none"> <li>the Executive Director - <a href="mailto:lwegener@peakcare.org.au">lwegener@peakcare.org.au</a></li> </ul>
A complaint <b>about PeakCare’s operations</b> ...	the <a href="#">Executive Director</a>	<a href="mailto:lwegener@peakcare.org.au">lwegener@peakcare.org.au</a>
A complaint <b>about the Executive Director</b> or Board...	the <a href="#">President of the PeakCare Board</a>	<a href="mailto:president@peakcare.org.au">president@peakcare.org.au</a>

Emailed complaints should include the words ‘**CONFIDENTIAL COMPLAINT**’ in the subject box.

### 3. Resolving the Complaint

If the complaint is about a matter that is immediately correctable, then the staff member will take the necessary action within two business days or as soon as possible after this period. The complainant will then be informed.

If a complaint is more complex (eg. requires a plan, interviews, or further information gathering) the complainant will be contacted within two business days to acknowledge receipt. While the complaint is progressing, PeakCare will keep the complainant informed on a regular basis (as agreed with complainant).

#### Summary of Timeframes

Step	Timeframe
Receipt of complaint	We will contact the complainant <u>within two business days</u> to acknowledge receipt.
Where simple actions can resolve the issue	We will take action <u>within two business days</u> or as soon as possible after this period.
Complaint is more complex (eg. requires a plan, interviews, or further information gathering)	We will <ul style="list-style-type: none"> <li>contact the complainant within two business days to acknowledge receipt.</li> <li>keep the complainant informed <u>on a regular basis</u> (as agreed with complainant) while the complaint is progressing</li> <li>aim to finalise the resolution process <u>within 28 business days</u></li> </ul>

#### 4. Avenues of Review

If the complainant is not satisfied with either the outcome or the process, that person can raise the issue with the [President of the PeakCare Board](#) (email [president@peakcare.org.au](mailto:president@peakcare.org.au)).

#### 5. Collection, monitoring and reporting of information

Information regarding complaints will be collected (in accordance with our Confidentiality and Information Privacy policy). This information will be provided to the Board on a regular basis for the purposes of improving our organisation.

#### More information?

For more information or help with making a complaint, please contact us

General Contact	Executive Director	Other Contacts
PeakCare Queensland Inc. PO Box 159, Paddington, Queensland 4064  Phone: 07 3368 1050 Fax: 07 3368 1160 <a href="mailto:office@peakcare.org.au">office@peakcare.org.au</a>	Lindsay Wegener Phone: 07 3368 1050  <a href="mailto:lwegener@peakcare.org.au">lwegener@peakcare.org.au</a>	Refer to  “ <a href="#">Our Staff</a> ” page, or  “ <a href="#">Our Board</a> ” page  <a href="http://www.peakcare.org.au">www.peakcare.org.au</a>

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