



Family Worker Training
+ Development Programme Inc.

COMPLAINTS POLICY

PO BOX 390
Seven Hills NSW 1730
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ABN: 54 960 560 044

FWT+DP welcomes feedback. All complaints received will be accepted and handled in an appropriate, timely and fair manner.

FWT+DP make its feedback procedure freely available via its website and other means and will actively inform program participants, partner organisations, trainers and other stakeholders to make a complaint if not satisfied with any actions of FWT+DP staff, contractors or service delivery. Anyone expressing concern or providing feedback will be encouraged and supported to follow the feedback procedure.

Complaints Procedure

- If a person informs an FWT+DP staff or Committee member that they are dissatisfied with the service, the worker will be provided with a copy of the complaints procedure either in writing or verbally as appropriate.
- Feedback will be accepted either verbally or in writing. Anonymous feedback will not be accepted. Feedback will not be accepted from third parties.
- All information received as part of the feedback will be confidential. Any documents pertaining to the feedback will be distributed on a need to know basis.
- Any staff or Committee member can receive a complaint. All complaints will be recorded on a Complaints Investigation Form. If the complaint is received verbally the form will be completed by a staff or Committee member.
- Complaints will be managed by the Executive Officer and/or the President. All complaints received will be reported to the Management Committee at the earliest possible meeting.
- The Executive Officer will keep all Complaint Investigation Forms in a separate Complaints File, which will be kept in a secure place.
- The Executive Officer and/or the President will seek to resolve minor or less serious complaints informally, as quickly as possible. Complainants will be invited to proceed to a formal complaint process if they feel the complaint should be brought to the attention of the Management Committee or they are unhappy with the efforts to resolve the complaint.
- The completed Complaints Investigation Form will be given to the Executive Officer and/or the President within 2 working days of receipt.
- If in the view of the Executive Officer and/or the President a Complaint relates to 'notifiable' or criminal behaviour, the appropriate investigative department will be informed immediately.
- The Executive Officer and/ or President will seek to resolve the complaint as follows:
 - Identify the cause of the Complaint within 5 working days

- Discuss with the Complainant how they wish the complaint to be resolved
 - Inform the Complainant in writing within 10 working days FWT+DP's proposed resolution
 - Implement the proposed action if agreeable to the Complainant
 - Review the complaint 1 calendar month after the proposed action to ensure the complaint has been resolved.
- If the complaint cannot be resolved internally, an independent mediator may be appointed with the cost met jointly by FWT+DP and the Complainant under normal circumstances.
 - Nothing in this Policy prevents an individual seeking external assistance to resolve their complaint.

In dealing with all complaints, FWT+DP will endeavour to maintain a high standard of respect and effectiveness and will base all actions on best practice complaints handling guidelines.



Family Worker Training
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Complaints Incident Report Form

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Date of Complaint	
Name of person completing this form	
Name of complainant	
Contact phone number	
Contact email	

Date and time of incident	
Complaint in relation to (Name and/or position and/or issue)	

Please provide details of your complaint:

What outcome are you seeking?

COMPLAINT FOLLOW UP (to be completed by FWT+DP)

Details of Investigation/Actions taken

Possible solutions negotiated with Complainant:

Action / Solution chosen for implementation:

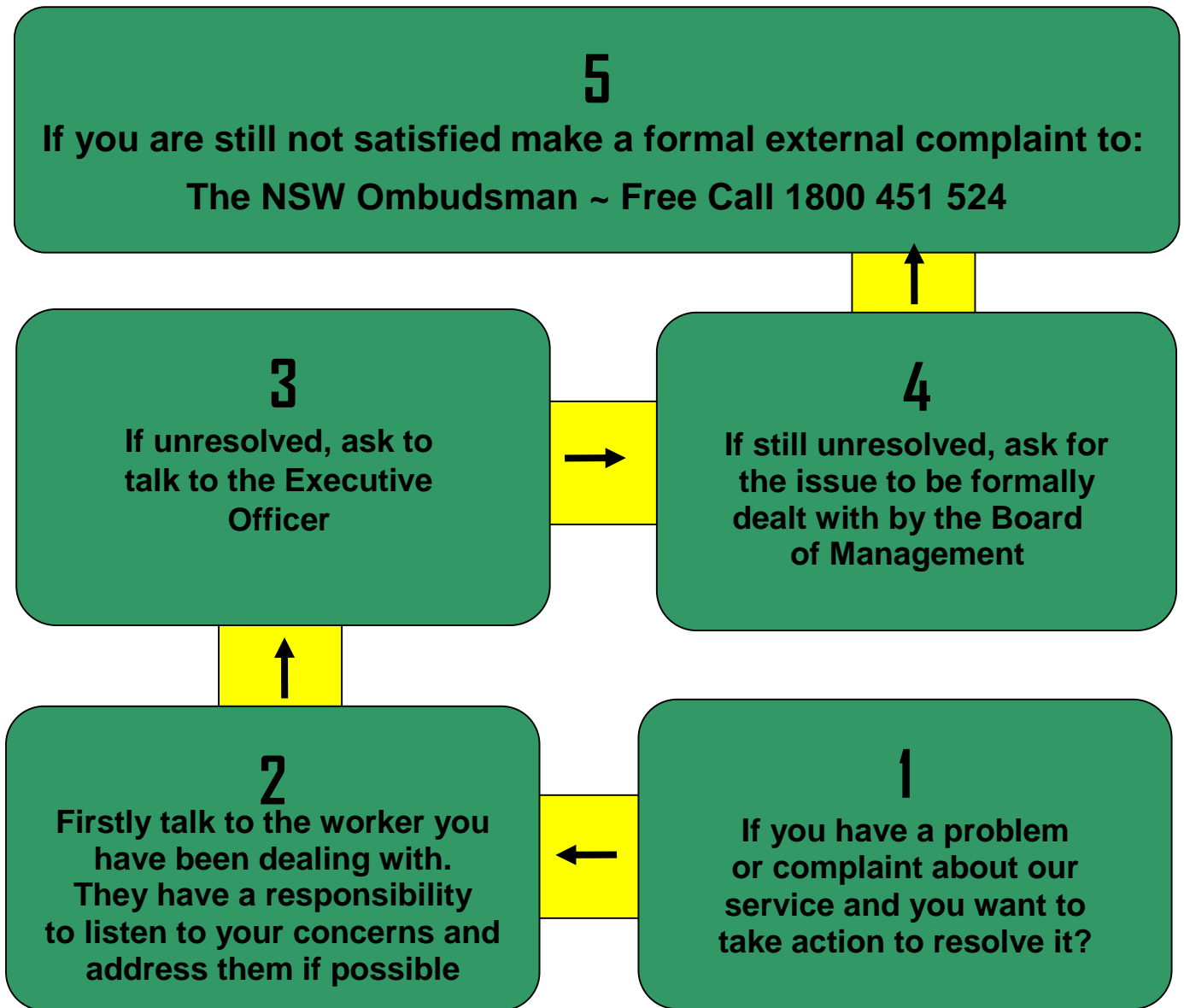
Final outcome:

Complainant notified of the outcome in writing on (date):

Signature of Executive Officer and/or President of the Board of Management:

_____ Date: _____

A STEP-BY-STEP Guide for Making a Complaint



All members of the community we serve are welcome to voice their concerns and make formal and informal complaints about our services