

COMPLAINTS POLICY & PROCEDURES

Children and Young People with Disability Australia (CYDA) is committed to ensuring that any person or organisation using CYDA services or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

CYDA will provide a complaints management procedure that:

- is simple and easy to use ^{[[L]]}_{[[SEP]]}
- is available to all members and stakeholders
- ensures complaints are fairly assessed and responded to promptly ^{[[L]]}_{[[SEP]]}

OUR COMMITMENT

If you make a complaint to CYDA you can expect that we will:

- treat you with respect ^{[[L]]}_{[[SEP]]}
- tell you what to expect while your complaint is being looked into ^{[[L]]}_{[[SEP]]}
- carry out the complaint handling process in a fair and open way ^{[[L]]}_{[[SEP]]}
- provide reasons for decisions that are made ^{[[L]]}_{[[SEP]]}
- protect your privacy ^{[[L]]}_{[[SEP]]}

WHAT CAN I MAKE A COMPLAINT ABOUT? ^{[[L]]}_{[[SEP]]}

You can make a complaint to CYDA about:

- the work that CYDA performs
- the people that work for CYDA
- CYDA Board members
- a person involved on a CYDA advisory committee, either in a paid or voluntary capacity.

PROCEDURES MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time ^{[[L]]}_{[[SEP]]}
- the Chief Executive Officer (CEO)
- the Chair of the CYDA Board

Complaints can be emailed to info@cyda.org.au, or by phoning 03 9417 1025 or outside metropolitan Melbourne 1800 222 660.

PROCEDURE FOR COMPLAINTS MANAGEMENT ^[L]_[SEP]

If the complaint is about CYDA work, a CYDA staff member or volunteer, or a member of a CYDA advisory group the person managing the complaint will be the CEO.

If the complaint is about the CEO the person managing the complaint will be the Chair of the CYDA Board.

If the complaint is about a Board member, the person managing the complaint will be the chair of the CYDA Board, or a committee appointed by the Board which will be responsible for managing the complaint.

The person managing the complaint will be responsible for: ^[L]_[SEP]

1. Registering the complaint:

- registering the complaint in the CYDA complaints register ^[L]_[SEP]
- informing the complainant that their complaint has been received and providing them with information about the process and time frame ^[L]_[SEP]

2. Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received ^[L]_[SEP]
- informing the complainant by letter within 10 working days of the complaint being ^[L]_[SEP]received of what is being done to investigate and resolve it, and the expected time frame for resolution. ^[L]_[SEP]

As far as possible, complaints will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution. ^[L]_[SEP]

3. Resolving the complaint:

- a decision will be made and you will be informed of that decision within 20 working days of the complaint being received.

4. If a complaint is unable to be resolved, the CEO or the CYDA board may choose to conduct an external investigation, and / or seek independent mediation.

RECORD KEEPING

A register of complaints will be kept by CYDA. The register will be maintained by the CEO and will record the following for each complaint:

- Details of the complainant and the nature of the complaint ^[L]_[SEP]
- Date lodged ^[L]_[SEP]
- Action taken ^[L]_[SEP]
- Date of resolution and reason for decision ^[L]_[SEP]

- Indication of complainant being notified of outcome ^[1]_[SEP]
- Complainant response and any further action required.

Copies of all correspondence and other materials received by CYDA in connection with any complaints will be kept for 3 years. The complaints register and files will be confidential and access is restricted to the CEO and CYDA Board. The CEO will be responsible for preparing a report on received feedback and complaints once a quarter to the CYDA Board. ^[1]_[SEP]