



CLIENT FORMAL COMPLAINTS POLICY & PROCEDURE

How to make a formal complaint

Yerrabi Yurwang Child & Family Aboriginal Corporation and its affiliate Yerrabi Yurwang Health Hub is committed to a formal complaint process and ensures the reporting of incident/s are; confidential, accessible, fair, transparent, efficient and trauma informed, ensuring any person using or who is affected by our operations has the right to lodge a formal complaint or report an incident to have their concern/s addressed. *Only formal complaints will be investigated.*

All formal complaints or reported incidents received will be:-

Accessible: the process is easy, accessible and understandable, and anyone can participate.

Fair: the complainant and the respondent can present their version of events, provide supporting information and respond to any potential negative decisions. In addition, the person investigating and/or deciding about the complaint is impartial; that is, they will not favour the complainant or the respondent or prejudice or impact the process in any way.

No Repercussions: no actions will be taken against anyone for making or helping someone make a genuine complaint. Yerrabi Yurwang ensures that anyone making a complaint will not be victimised. However, if it is established that a complaint has been made maliciously and is not based on fact, Yerrabi Yurwang will cease the investigation and not take further action.

Confidential: any member of Yerrabi Yurwang Board or Staff found to have breached the confidentiality of this process or to the complainant may be subject to disciplinary action. All information about a complaint is only provided to those who need to know about it, for an investigation to be carried out properly; and will be maintained when dealing with complaints. However, there are circumstances when the information provided may not be able to be kept confidential, such as whether physical threats are involved or whether the complaint is or becomes a criminal matter.

Transparent: the complaint process and possible outcomes will be explained, and those involved will be kept informed of the progress of the complaint and the reasons for any decisions.

Efficient: the complaint process will be conducted without delay. As time passes, information relevant to the complaint may deteriorate or be lost, which will impact on the fairness of the process. It is important to note that more complex investigations may take longer to investigate.

Trauma Informed: the complaint process will be conducted using trauma informed approach to ensure the physical and emotional safety of all involved, trust and transparency in the organisation and the process, address power imbalances and build on an individual's strengths.

How to make a formal complaint directly to Yerrabi Yurwang:

Clients wishing to lodge a formal complaint are encouraged to do so via our [website](#) by selecting the 'Make a Formal Complaint' tab and filling in the form and submitting when completed.

Clients wishing to lodge a formal complaint can contact any of the following staff:

- Dea Delaney-Thiele - Chief Executive Officer - 0448 123 444 or dthiele@yerrabi.org.au
- Joanne Vincent - Chief Operations Manager - 0410 632 819 or joanne@yerrabi.org.au
- Leanne Fisher - Quality & Compliance Manger - 0408 470 408 or lfisher@yerrabi.org.au
- Or complete the 'Make A Formal Complaint' form in person at 9-11 Lawry Place, Macquarie, ACT.

What happens to your complaint

All complaints will be recorded in our Complaints Register. The Chief Executive Officer (CEO) is responsible for investigating all complaints by undertaking an initial assessment to identify and mitigate any risks to individuals or the organisation. The risk assessment will be updated throughout the investigation into the complaint.

The CEO must consider whether the complaint:

1. Constitutes a criminal offence. If it does, the complaint must be reported to the police immediately.
2. Reports a child's safety is at risk. If it does it must also be reported to CYPS as well as the police, Yerrabi Yurwang employees are Mandatory Reporters.
3. Constitutes a Reportable Conduct Allegation, refer to Yerrabi Yurwang's Reportable Conduct Policy and procedures. *If CYPS and/or ACT Policing are involved, check with them as to whether it is advisable for the organisation to act or whether it will interfere with their investigations. It may also be appropriate to discuss any proposed changes to the employees' duties.*
4. Acknowledge the complaint in writing within 3 working days and place a copy in the appropriate secure file. The acknowledgement should include information on their rights and what they can expect from Yerrabi Yurwang during the complaints process
5. If necessary, delegate an impartial investigator to conduct the investigation. The investigator must collect evidence e.g. witness statements including the respondent, emails, photographs, documents etc.
6. The respondent has the right to respond to an allegation made against them. The respondent does not need to be immediately notified of an allegation when Yerrabi Yurwang becomes aware of the concern. Yerrabi Yurwang will consider when and how the respondent will be notified through the planning process and risk assessment tool.
7. Provide the complainant and respondents with updates during the investigation to assure them the matter has not been overlooked.
8. When the investigator has gathered the information required, they will produce a written report with analysis of the findings and recommendations for the CEO to review and make final decisions.
9. All records relating to the complaint are stored securely and accessed only by approved people as mentioned in this document, and include:-
 - interview transcripts
 - physical evidence
 - documentation and reasons for all decisions made about the investigation, including the reasons why particular action was taken or not taken
 - documentation of any other allegations that emerge during an investigation and what the agency did about this new information
 - documentation of all advice (both given and received), and discussions in relation to the investigation, and place it on the file, including copies of emails.
10. CEO, Chief Operations Manager, and Quality & Compliance Manager will review the complaint's outcome, and any recommendations and actions to be taken if necessary to prevent any further instances.

11. At the conclusion of the investigation, the CEO will contact the complainant and respondent, both verbally and in writing to inform of the outcome of the investigation.

If you're not happy with the decision or outcome

All complainants will be advised of their right to appeal against any decision made concerning their complaint. If a complainant believes that Yerrabi Yurwang has made an unfair, wrong or unreasonable decision, you can ask Yerrabi Yurwang to review their decision. Please contact the CEO, Chief Operations Manager or Quality & Compliance Manager

Alternatively, clients can directly contact any of the following external agencies:

Complaints regarding our Health Hub, please contact:

- **Australian Health Practitioner Regulation Agency (AHPRA)**

Members of the public may contact AHPRA about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA.

Telephone: 1300 419 495

Website: www.ahpra.gov.au

[Submit a complaint on-line:](#)

- **ACT Human Rights Commission**

Telephone: (02) 62052222

Web: www.hrc.act.gov.au

Email: human.rights@act.gov.au

[Submit a complaint on-line](#)

- **Office of the Australian Information Commissioner**

Complaints that relate to privacy issues or concerns that cannot be resolved internally are to be directed to the Office of the Australian Information Commissioner (OAIC).

Telephone: 1300 363 992

Postal Address: GPO Box 5218, Sydney ACT 2001

Web: www.oaic.gov.au

[Submit a complaint on-line](#)

Complaints regarding our Social Housing, please contact:

- **[ACT Civil and Administrative Appeals Tribunal \(ACAT\) - rental disputes](#)**

If the tenant is not satisfied with the Yerrabi Yurwang appeal process and the outcome, the tenant can apply to the Registrar of Community Housing, the ACT Civil and ACAT

Phone: (02) 6207 1740

Fax: (02) 6205 4855

Email: tribunal@act.gov.au

Web: www.acat.act.gov.au/case-types/rental-disputes

Postal address: GPO Box 370, Canberra, ACT 2601

Street address: ACT Civil and Administrative Tribunal, ACT Health Building Level 4, 1 Moore Street, Canberra City ACT

- **External Avenues for Actions and Information**

- [Tenancy Advice Service at Legal Aid \(ACT\)](#)

- [Local Member of Parliament](#)

Related Yerrabi Yurwang Policies

Affordable Housing Policy
Carers Code of Conduct Policy
Child Safe Code of Conduct Policy
Code of Conduct Policy
Complaints, Disputes & Appeals Policy
Conflicts of Interest Policy
Bullying, Harassment & Victimisation Policy
Fraud & Corruption Mandatory Reporting Policy
Privacy & Confidentiality Reportable Conduct Policy
Sexual Harassment Policy
Whistleblower Policy
Work, Health & Safety Incident Reporting Policy
Work, Health & Safety Policy