



Complaints Management Procedure

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INTRODUCTION

The Complaints Management Procedure aims to ensure procedural fairness in the handling of all complaints received by Life Education Queensland (LEQ).

PROCEDURE

There are 3 phases involved in the complaint management procedure:

1. First point of contact
2. Actions taken to address a complaint
3. Resolution and system improvement

Different types of complaints:

1. Less serious and minor complaints may be resolved by an LEQ employee at the first point of contact if appropriate.
2. Complaints that are not resolved within the first point of contact will be managed by the assigned LEQ employee according to the Complaints management procedure.
3. Serious complaints will be escalated to the relevant manager immediately. The escalation points are:
 - Services Complaints will be escalated to the Education Manager
 - Fundraising Complaints will be escalated to the Fundraising Manager
 - Misconduct, harassment, discrimination and other significant complaints will be escalated to the CEO

The following records in relation to a complaint will be taken and kept:

- Name and contact details of the complainant.
- Details of the complaint including the facts and the cause/s, the outcome and any actions taken following the investigation of the complaint.
- Dates and times relating to actions taken to resolve the complaint and communications between the complainant and LEQ.

Process flow

1. First point of contact

- Complaints may be received via any mode of communication including:
 - a. In person
 - b. By email - qld@lifeeducation.org.au
 - c. By phone - (07) 5572 0166
 - d. By fax - (07) 5572 0372
 - e. By mail - PO Box 247, Pacific Fair QLD 4218
- The complaint will be assigned or escalated to the appropriate LEQ employee who will manage the complaint. In most instances the assigned LEQ employee will be the person who is the first point of contact.
- The assigned LEQ employee will assist a person who wish to make a complaint and as far as reasonably practicable endeavour to resolve the issue at the first point of contact.



2. Actions taken to address a complaint

- The assigned LEQ employee is required to acknowledge the complaint, in writing, either by letter or email to the complainant, within five (5) business days of the complaint being received.
- The assigned LEQ employee will investigate proofs/facts of the complaint and seek possible resolution/s to the issue.
- If further information and/or verification and/or clarification is needed the employee will contact the complainant to collect such information.
- The assigned LEQ employee will record the complaint in the Complaints Management database.

Other steps may be required, as determined by LEQ, according to the particular circumstances.



3. Resolution and systems improvement

The complainant will be informed of the outcome and resolution of the complaint as soon as reasonably practicable once it has been finalised. LEQ is committed to resolving complaints within 10 business days of the first point of contact, however this may not be possible on every occasion. On occasions where a complaint has not been resolved within 10 business days, LEQ will inform the complainant of the reason for the delay and specify a date when the complaint is likely to be finalised.

The assigned LEQ employee will provide recommendation of system improvements based on the findings from the complaint.

The Compliance Manager will act as an escalation point for the employee, as well as for the complainant, if either party requires further information, or is not satisfied with the outcome/s reached.