

 CENTRE for PARTICIPATION	Complaints & Feedback Policy
Policy number #2	Version 1.3 – last updated 17/12/2026
Scheduled review date: 17/12/2030	Responsible person: CEO

Purpose

This policy aims to ensure that any and all concerns or complaints are treated justly and fairly by providing a clear process for dealing with concerns and complaints. The principles of natural justice will apply.

Scope

This policy applies to Centre for Participation Board Members, employees, volunteers, contractors, service users and members of the general public.

Policy

The Centre for Participation is committed to resolving complaints promptly, objectively, and as close to the source as possible. If a complaint cannot be resolved at the initial level, it will be escalated to the next level until it is resolved. If a complaint relates to the Chief Executive Officer, the Chairperson of the Board will manage the process.

During the course of the complaint process, the complainant has the right to an advocate at any and all meetings. The advocate can be a friend, family member, or professional. The advocate can help the complainant to understand the process, to prepare for meetings, and to advocate on their behalf.

The Centre for Participation believes that open disclosure is important in the complaint process. The complainant will be given the opportunity to meet with the person or people who are the subject of the complaint. The complainant will also be given the opportunity to see any documents that are relevant to the complaint.

The Centre for Participation is committed to providing a fair and impartial complaint process. The complainant will be treated with respect and dignity throughout the process.

The Centre for Participation will ensure that any person who raises a concern or complaint in good faith is protected from victimisation, adverse treatment or retaliation. Where a concern constitutes a protected disclosure under relevant legislation, including the Corporations Act 2001 (Cth) or aged care legislation where applicable, the matter will be managed in accordance with applicable whistleblower protections and reporting obligations.

Complaints relating to bullying, harassment, discrimination or psychosocial hazards will also be managed in accordance with the organisation's Workplace Health and Safety Policy and Equal Opportunity, Anti-Discrimination, Harassment and Bullying Policy.

Related documents

- Centre for Participation Complaints and Feedback Register
- Centre for Participation Complaints Procedure (HR Manual)
- Individual Contracts of Employment
- Centre for Participation Constitution

Related websites

[NDIS commission](#)

[Aged Care Quality and Safety Commission](#)

[Aged Care Open Disclosure](#)

Policy #1 Work Health and Safety

Policy #5 Equal Opportunity, Anti-discrimination, Harassment and Bullying

Policy #26 Whistleblower

Authorisation

Signature of Chairperson

Name of Chairperson/Chief Executive Officer (whichever is applicable)

Date ____ / ____ / ____

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