

 CENTRE for PARTICIPATION	Complaints & Feedback Policy
Policy number #2	Version 1.3
Approved By: Board of Management	Approval Date: 1 July 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 including Aged and Disability Clients and members of the general public.

Definitions

Complaint: An expression of dissatisfaction that requires a response.

Concern: A matter raised that may not yet constitute a formal complaint.

Complainant: The person raising the concern or complaint.

Advocate: A support person chosen by the complainant to assist them during the process.

Natural justice: Fair and unbiased decision-making including the right to be heard and decisions based on evidence.

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 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. Complaints and feedback forms will be located in a public space for consumers and staff to access.

Complaints Process

Centre for Participation follows a clear and structured process for managing concerns and complaints to ensure transparency, fairness and timely resolution.

1. Raising a concern

Concerns or complaints should be raised with a direct manager in the first instance, or directly with the Chief Executive Officer where appropriate.

Where a concern relates to the Chief Executive Officer, it may be reported directly to the Chair of the Board.

2. Acknowledgement

All complaints will be acknowledged within 5 working days.

3. Assessment and response

The concern will be reviewed and, where required, investigated in a fair, impartial and timely manner in accordance with the principles of natural justice.

4. Escalation

If the matter cannot be resolved at the initial level, it will be escalated to the next appropriate level until resolution is achieved.

5. Outcome

The complainant will be advised of the outcome within 30 working days, subject to privacy and confidentiality considerations. Where timeframes cannot be met due to complexity, delays will be communicated to the complainant.

6. Recording and continuous improvement

Complaints will be recorded and monitored to support continuous improvement in service delivery and organisational practice. Complaints will be reported to the Finance, Audit and Risk Committee at each meeting.

All concerns and complaints will be managed in accordance with the organisation's Incident, Safeguarding, Complaints and Risk Management Framework.

Legislative and Regulatory Framework

- Work Health and Safety Policy
- Equal Opportunity, Anti-Discrimination, Harassment and Bullying Policy
- Whistleblower Policy
- Corporations Act 2001 (Cth)
- Relevant aged care and NDIS legislation

Roles & Responsibilities

Role	Responsibility
Employees, clients and stakeholders	Raise concerns or complaints in a timely manner
Managers	Receive complaints and attempt early resolution where appropriate
Chief Executive Officer	Oversee complaint management and ensure appropriate handling
Chair of the Board	Manage complaints relating to the Chief Executive Officer
Organisation	Ensure complaints are handled fairly, confidentially, and recorded appropriately

Related documents

- Centre for Participation Complaints and Feedback Register
- Centre for Participation Complaints Procedure (HR Manual)
- Individual Contracts of Employment
- Centre for Participation Constitution
- Policy #1 Work Health and Safety
- Policy #5 Equal Opportunity, Anti-discrimination, Harassment and Bullying
- Policy #26 Whistleblower

Related websites

- [NDIS commission](#)
- [Aged Care Quality and Safety Commission](#)
- [Aged Care Open Disclosure](#)

Review

This policy will be reviewed at least every four years, or earlier if required due to changes in legislation, best practice or organisational needs.

Administrative updates to this policy may be made by management from time to time, provided they do not alter the intent, scope or purpose of the policy.

The Board provides governance oversight of this policy and its implementation, including review of material breaches.

Authorisation

This policy was approved by the Board at the July 2026 Board meeting.

Version Control Table

Version	Date	Description	Approved By
1.0		Initial policy developed	
1.2	17/12/2025		
1.3	1/7/26	Updated to incorporate process & to adopt new policy template	Board

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