

STAGE ONE

Wherever possible the complaint should be resolved at the initial point of contact by the person receiving the complaint.
This is to be recorded as a Stage One Complaint.

NOT RESOLVED

RESOLVED

STAGE TWO

The Chief Executive Officer (CEO) will inform the Complainant of the complaints process and record the matter as a Stage Two complaint. The complaint will be recorded in writing (with assistance provided to the person to do so if necessary) and submitted to the CEO. If an IATI staff member records the complaint, the information recorded shall be shown and/or read back to the Complainant for their approval. The Complaint will be acknowledged by the CEO within five (5) working days of its submission unless the CEO is named in the complaint, in which case the Complaint will be acknowledged by the President. The CEO (or President) will make contact with the Complainant to seek further information and attempt to reach a resolution of the issue.

NOT RESOLVED

RESOLVED

STAGE THREE

If the complaint remains unresolved after Stage 2, the CEO will submit the complaint to the Management Committee for investigation and resolution and advise the Complainant of this in writing.

The Management Committee will convene a Complaint Sub-Committee to investigate the complaint and reach a resolution. The Complaint Sub-Committee will inform the Complainant in writing of the outcome of the complaint. The letter to the Complainant will also:

- state that if the Complainant is not happy with the Complaint Sub-Committee's decision they can contact the CEO and the CEO will arrange for an independent mediator; and
- include details for the appropriate external complaints body (depending on the funding source) should the Complainant not wish to take up the offer of mediation and wish to take the matter further.

NOT RESOLVED

RESOLVED

STAGE FOUR

Should the Complainant not agree with the decision reached by the Complaint Sub-Committee, they will be offered the option of seeking an independently mediated outcome. This option will be included in the Complaint Sub-Committee's letter.

NOT RESOLVED

RESOLVED

STAGE FIVE

If the Complainant remains unsatisfied after mediation, or prefers not to go through a mediation process, the CEO will refer the Complainant to the appropriate external complaints body (depending on funding source). Details of how to contact the relevant external complaint body will also be included in the Complaints Sub-Committee's decision letter.

Complaints to these bodies will not be submitted by IATI staff or Management Committee on behalf of the Complainant due to conflict of interest. The person will be assisted to source an independent person to support them with these processes if necessary.

COMPLAINT BODIES:

Commonwealth Funded Clients:

The National Disability Complaints Resolution and Referral Service Hotline:
1800 880 052

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-service-providers/quality-strategy-for-disability-employment-and-rehabilitation-services/complaints-and-referral-processes>

State Funded Clients:

Department of Communities, Disability Services and Seniors Complaint Unit
1800 491 467

feedback@communities.qld.gov.au

<https://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints>