

## COMPLAINTS AND FEEDBACK POLICY

<b>Policy Code</b>	<b>LOM 07.01</b>
<b>Person Responsible</b>	<b>CEO</b>
<b>Status (Draft/Approved)</b>	<b>Approved</b>
<b>Date Last Reviewed</b>	<b>March 2026</b>

### 1.0 PURPOSE AND SCOPE

All Arafmi Ltd carers have the right to provide feedback, to raise a complaint or to appeal a decision made, and to have that matter considered with courtesy, in a timely fashion and without fear of prejudicial treatment. This policy sets out the ways Arafmi Ltd collects feedback, how feedback informs positive improvements to its services and the procedure for lodging a complaint or appeal.

Carers accessing Arafmi Ltd services may make a complaint or provide feedback about:

- any aspect of Arafmi Ltd services or accommodation facilities.
- ways the service could be improved.
- what works well and what interests service users.
- interactions with an employee, student, volunteer or contractor working for or with the service.
- decisions made by the service.
- activities or events organised or delivered by the service.

This policy applies to:

- All employees, including permanent, casual, and contracted staff
- Volunteers and students on placement
- Subcontracted service providers

This policy does not cover whistleblower or staff complaints or grievances.

### 2.0 POLICY STATEMENT

This policy follows the principles of natural justice and procedural fairness. Arafmi Ltd encourages and assists carers to exercise their right to provide feedback or to raise a complaint or dispute that they may have with Arafmi Ltd services. Carers are encouraged to exercise their right to have their matters investigated and resolved in a timely manner without fear of discrimination, the loss or reduction of services, or retaliatory action in relation to the complainant. Arafmi Ltd does not discriminate against the subject of complaint and is not precluded by this policy from taking action as necessary to ensure the safety and prevention of harm to carers and others who may come to attention as a result of a complaint or appeal.

### **3.0 PROCEDURE**

The following steps set out the procedures that carers should follow when providing feedback, making a complaint or lodging an appeal.

Descriptions:

- *Feedback* – provision of personal opinion or to provide information about something which can confirm whether the person providing feedback liked, disliked, or found something successful or otherwise.
- *Complaint* – a consequence of dissatisfaction with an aspect of routine operations at Arafmi Ltd.
- *Appeal* – in response to a decision made on a particular matter.

#### **Feedback**

Carers are encouraged to provide feedback on services provided and can do so verbally or in writing. Feedback can be given at any time by all service users in relation to any Arafmi Ltd support service.

Carers receiving supports are invited to review services and provide feedback through multiple mechanisms, e.g. surveys, at the end of a respite stay.

#### **Complaints and Appeals**

##### **Step 1**

Discussion of the concern with a representative of the service. Most concerns can be addressed informally and a satisfactory solution reached within a short timeframe.

##### **Step 2**

A 'concern' becomes a 'complaint' where either:

- The carer indicates they wish to pursue the matter through the complaints process; or
- The matter is not resolved informally to the satisfaction of the carer and they indicate that they wish to pursue the matter further.

If the service user wishes to pursue the matter through the complaints process, a formal meeting with the CEO or their delegate will be arranged. The complaint may be presented in writing via post, email or via the website, by phone or in person. A support person or advocate may be involved at the carer's request. The discussions and any outcomes from this meeting will be documented with a copy sent to the carer within five working days.

### Step 3

If the complaint remains unresolved, the carer or their advocate may submit the complaint in writing. The letter should state that the complaint is being lodged under the Complaints procedure with all concerns outlined. It is helpful for the complainant to indicate a desired outcome.

- The complaint will be forwarded to the Arafmi Ltd Chair of the Board and access to all former records and correspondence relating to the complaint will be allowed.
- The Arafmi Ltd Chair of the Board may invite members of the Board to an initial discussion of the complaint before determining the next course of action.
- The Arafmi Ltd Chair of the Board will forward a reply to the carer within five working days.
- The Arafmi Ltd Chair of the Board may refer the complaint to the Board of Arafmi Ltd for consideration. If such a referral is made, the carer will be notified of the action taken and the Board will take responsibility for notifying the carer of an outcome within five working days of discussing the complaint.

**NOTE:** Complaints involving suspected abuse or neglect must be dealt with in accordance with the policy 'Preventing and Responding to Abuse, Neglect and Exploitation.

### Step 4.

If a carer is not satisfied with the outcome of Steps 1 to 3, they or their advocate may pursue the matter through one of the following avenues:

<https://www.ndiscommission.gov.au/>

<http://www.ombudsman.qld.gov.au/>

[https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres/view?title=South Queensland Dispute Resolution Centre](https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres/view?title=South%20Queensland%20Dispute%20Resolution%20Centre)

[https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres/view?title=South Queensland Dispute Resolution Centre](https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres/view?title=South%20Queensland%20Dispute%20Resolution%20Centre)

<mailto:disabilityadvocacy@dss.gov.au>

- Queensland Human Rights Commission (1300 130 670; [info@qhrc.qld.gov.au](mailto:info@qhrc.qld.gov.au))  
— for complaints of discrimination, sexual harassment, vilification, victimisation
- Office of the Health Ombudsman (133 646; [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au))
- Seek support from an external advocacy service (e.g., Mental Health Advocacy Service, Australian Human Rights Commission).

### Complaints and Appeals with Partner Organisations

Arafmi is funded to provide services with partner organisations. In situations where a carer is accessing one of these jointly provided services the other organisation is to be informed of the complaints and joint complaints processes completed.

#### **4.0 ROLES & RESPONSIBILITIES**

##### **Board**

- Ensure adequate resources for the implementation of the complaints and feedback process
- Determine outcomes for complex complaints and appeals.
- Review systemic trends, monitor organisation risks and direct strategic improvements

##### **CEO**

- Implement the policy
- Monitor all complaints to identify high-risk issues, oversee resolution timeframes, and report critical matters or trends to the Board
- Resolve escalated complaints.

##### **Managers**

- Guide staff through complaint handling, assist with difficult conversations and ensure all interactions comply with the principles of natural justice.
- Ensure all complaints and outcomes are accurately recorded and responses are timely, fair, and address the complainant's concerns.
- Implement team-based improvements.

##### **Staff**

- Receive feedback openly, acting as the first point of contact.
- Resolve or refer complaints.
- Record all interactions, accurately documenting all feedback, complaints and outcomes.

#### **5.0 RELATED LEGISLATION**

NA

#### **6.0 SUPPORTING DOCUMENTS**

- Website Feedback form
- Wellways Carer Gateway Compliments and Complaints Guide 2025
- Charter of Rights
- Open Disclosure Policy

<b>POLICY AMENDMENT RECORD</b>		
<b>DATE</b>	<b>BRIEF DESCRIPTION OF AMENDMENT</b>	<b>AUTHORISED</b>

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