



COMPLAINTS & COMPLIMENTS POLICY

1 Context

1.1 Context

Under the St Vincent de Paul Queensland Complaints & Compliments Management Framework, the Society works towards ensuring that complaints and compliments raised by individuals engaging with Society Representatives can identify a clear, transparent and positive Complaint Management & Compliments Policy no matter how they intersect with the Society.

The purpose of this document is to:

- a) Provide complainants with a simple, open, safe, effective and easy-to-use complaints process;
- b) Require complaints to be dealt with promptly, politely and, when appropriate, confidentially;
- c) Clearly articulate the St Vincent de Paul Society Queensland's commitment to best practice in complaint management.
- d) Provide the employees, members and volunteers (Society Representatives) information about the process for addressing Complaints by members of the public regarding the individual conduct and behaviour of St Vincent de Paul Society Queensland.
- e) Enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including compliments), resolving any complaints received, and enhancing the organisation's ability to improve its product and customer service.
- f) Analysing and evaluating Complaints in order to improve the product and customer service quality, auditing of complaints management services and reviewing the effectiveness and efficiency of the complaints management service.

2 Statement

2.1 Statement

The St Vincent de Paul Society Queensland and its senior management are fully committed to an integrated complaints and compliments handling system and provide the necessary support for it to operate effectively, efficiently, honestly, transparently and fairly. The Complaints and Compliments Management Framework will treat both clients and the Society Representatives with respect and courtesy.



3 Scope

3.1 Priority of documents

- a) This policy applies to all St Vincent de Paul Society Queensland activities. Complaint policies or procedures relevant to a specific areas must comply with this policy, except to the extent a regulatory requirement relating to that area of activity, provides for a contrary approach.
- b) Where the complaint relates to an employment relationship, any complaint management process relevant to the employment relationship such as the Fair Work Act 2009, a modern award or enterprise bargaining agreement must take precedence over the Complaints Policy.

3.2 Who can make a complaint under the Policy?

Those who can make a complaint include:

- a) a client or anyone receiving services or assistance from the Society;
- b) an organisation, supplier, or business partner supplying goods or services to the Society;
- c) anyone who donates money, goods or services to the Society;
- d) a member or volunteer; and
- e) those who are in paid employment of the Society.

3.3 What types of complaints are covered by the Policy?

A complaint may concern:

- a) conduct of any employee, member or volunteer;
- b) internal complaints, grievances or other issues raised by employees, volunteers or members;
- c) provision, capture, use or storage of information;
- d) the way in which the Society conducts its activities;
- e) quality of service, communications or treatment by the Society;
- f) access to or promptness of a service; or
- g) policies or procedures.

3.4 What are the types of complaints not covered by the Policy?

Complaints not covered by the CMS include:

- a) matters relevant to the National Council or the Society in other States or Territories;
- b) requests for services or support which are not currently provided by the Society;
- c) contractual disputes between the Society and third parties;
- d) the way in which the Society conducts its activities;
- e) the way in which the Society conducts its activities;
- f) quality of service, communications or treatment by the Society;
- g) access to or promptness of a service; or
- h) policies or procedures.



3.5 What are the types of complaints not covered by the Policy?

Complaints not covered by the CMS include:

- a) matters relevant to the National Council or the Society in other States or Territories;
- b) requests for services or support which are not currently provided by the Society;
- c) contractual disputes between the Society and third parties;
- d) decisions made by the St Vincent de Paul Society Queensland State Council;
- e) Society policy positions or statements;
- f) any industrial relations matter between the Society and unions/employee associations;
- g) matters being addressed in an external forum or court;
- h) any Complaint that has been raised, investigated and determined previously by the Society.

4 Review

This Policy will be reviewed every 2 years.

5 Authorisation

This certifies that the Policy has been through all necessary procedures and is now in force.

Handwritten signature of Dennis Innes in blue ink.

Dennis Innes
State President

Date: 26 May 2018

Handwritten signature of Peter Maher in blue ink.

Peter Maher
Chief Executive Officer