

Policy:4.10	Complaints Management
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Applies to: All staff, Board members, clients and stakeholders
Specific responsibility: All Staff, Board members

Version: 6
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Policy context: This policy relates to	
Standards or other external requirements	Australian Service Excellence Standards (ASES) National Child Safe Standards National Regulatory System Community Housing (NRSCH) Specialised Substitute Residential Care Code of Practice 2022 Specialist Homeless Services (SHS)
Legislation or other requirements	Australian/New Zealand Standard AS/NZS 1002-2014 Guidelines for complaints management in organisations Boarding Houses Act 2012 (NSW) Children and Young Persons (Care and Protection) Act, 1998 Community Services (Complaints, Review and Monitoring) Act 1993 Health Records and Information Privacy Act 2002 (NSW) Ombudsman Act, 1974 NSW Privacy and Personal Information Protection Act 1998 (NSW)
Contractual obligations	Department of Communities and Justice (DCJ)

1. POLICY STATEMENT

Taldumande Youth Services (TYS) is committed to receiving and responding to complaints and feedback in a way that is safe, accessible, fair, timely and transparent, and that supports learning and service improvement. This policy sets out how YYS will manage complaints and appeals about its services, decisions, staff conduct, and organisational operations.

This policy also supports YYS to meet its obligations as a child-safe organisation, including maintaining a child/youth-focused complaints process and ensuring concerns about child/youth safety are responded to and escalated appropriately. OCG Child Safe Standards.

Complaints may relate to:

- service quality, access, eligibility and decisions (including appeals)
- safety, wellbeing, rights and dignity
- staff conduct and professional boundaries
- accommodation/residential operations
- privacy/confidentiality and information handling
- discrimination, cultural safety, accessibility
- administrative issues (fees, property, maintenance, communication)
- or the handling of a previous complaint.

What this policy is not (and how those matters are handled)

To ensure the right response pathway, TYS will triage issues as follows:

Child/Youth safety concerns / allegations of harm or abuse If a complaint includes (or suggests) a child is unsafe, has been harmed, or is at risk of harm, TYS will prioritise **immediate safety actions** and escalate to the relevant child/youth-safety reporting pathway. This includes internal escalation and, where required, reporting to relevant statutory or oversight bodies.

Reportable Conduct matters (worker/volunteer allegations) Where an allegation may constitute “reportable conduct”, TYS will manage the matter under the NSW Reportable Conduct Scheme requirements (including notification and reporting obligations led by the “head of entity” or delegate). The complaints process will operate alongside (and not compromise) that process.

Public Interest Disclosures / whistleblowing If a complaint is a protected disclosure about serious wrongdoing (e.g., corrupt conduct, serious maladministration), it will be assessed and handled under the organisation’s Whistleblowing framework (where applicable) to ensure protections for the discloser.

Staff grievances (internal HR matters) Complaints raised by staff about employment issues may be managed under HR grievance/disciplinary processes (while still ensuring procedural fairness and non-retaliation).

Important: Even when an issue is redirected to another pathway, TYS will still acknowledge receipt, explain the pathway, and record the matter in a controlled manner so nothing is lost.

Accessibility & child/youth-focused approach

TYS will ensure complaints processes are child/youth-friendly, disability-accessible and culturally safe, including by:

- providing multiple ways to complain (verbal, written, online, QR code, phone, via worker, via advocate)
- offering interpreters, communication supports and assistive formats where required
- allowing a trusted support person/advocate at any stage



- explaining processes in clear language appropriate to the person's age and needs
- making it safe to complain with no detriment, retaliation or reduced service access because a complaint is made.

PRINCIPLES

TYS manages complaints and appeals in accordance with the following principles.

Child/Youth safety and wellbeing is paramount

- The safety, welfare and wellbeing of children and young people is the primary consideration in all complaints handling.
- Any complaint that raises, or may raise, concerns about child safety will be treated as a priority, with immediate action taken where required to ensure safety.
- Complaints processes will be child/youth-focused, trauma-informed, and appropriate to the age, capacity, culture and communication needs of the child or young person.

Accessibility and inclusion

- Anyone may make a complaint, regardless of age, literacy, disability, language, culture, gender identity, sexuality, immigration status or service relationship with TYS.
- Multiple complaint pathways will be available, including verbal, written, online, phone, QR code, via a worker, or through an advocate or support person.
- Interpreters, communication supports and accessible formats will be provided where required.

No detriment and protection from retaliation

- People who make complaints, raise concerns or provide feedback will not be disadvantaged, penalised or have services withdrawn because they have complained.
- TYS will take reasonable steps to protect complainants, witnesses and staff from intimidation, retaliation or victimisation.

Fairness, natural justice and procedural fairness

- Complaints will be managed impartially, respectfully and without bias.
- All parties will be given an opportunity to be heard, and decisions will be based on relevant information.
- Where a complaint involves staff, volunteers or Board members, procedural fairness will be maintained alongside child-safety and reporting obligations.

Timeliness and responsiveness

- Complaints will be acknowledged promptly and progressed within reasonable and clearly communicated timeframes.
- Where a complaint cannot be resolved within standard timeframes, the complainant will be kept informed of progress and reasons for delay.
- Matters involving child/youth safety, risk of harm or serious misconduct will be escalated and actioned without delay.

Confidentiality and privacy

- Information will be handled sensitively and shared only on a need-to-know basis, consistent with privacy legislation and child/youth-safety laws.
- Confidentiality will be maintained wherever possible; however, it may be limited where disclosure is required to protect safety, comply with the law, or meet reporting obligations.
- Complainants will be informed where confidentiality cannot be fully maintained.

Clear pathways and lawful escalation

- Complaints will be assessed at intake to determine the appropriate pathway (e.g. service complaint, appeal, child/youth-safety concern, reportable conduct matter).
- Where required, complaints will be escalated to external bodies such as oversight agencies, regulators or tribunals, and complainants will be supported to do so.
- TYS will cooperate fully with external investigations and reviews.

Support and advocacy

- Complainants, particularly children and young people, will be supported to understand the process and outcomes.
- Complainants may be assisted by an advocate, support person or trusted representative at any stage of the process.

Accountability, learning and continuous improvement

- Complaints and feedback are valued as opportunities to improve services, culture and systems.
- Complaint trends and outcomes will be monitored to identify systemic issues, risks and areas for improvement.
- Learnings from complaints will inform service planning, staff training and child/youth-safe practice improvements.

Definitions

Complaint: An expression of dissatisfaction made to or about TYS, its services, staff, volunteers, Board members, decisions or actions, where a response or resolution is expected. A complaint may be made verbally, in writing, online, or through a representative or advocate.

Feedback: Comments, compliments, suggestions or concerns provided to TYS that do not require a formal complaint process but may inform service improvement.

Complainant: Any person or organisation who makes a complaint or raises a concern, including a child or young person, client, family member, carer, advocate, staff member, community member or stakeholder.

Appeal: A request by a client, family member or advocate for a review of a decision made by TYS, where the complainant believes the decision was unfair, incorrect or not made in accordance with policy or procedure.

Child/youth safety concern: Any concern, allegation, disclosure or observation that a child or young person has been harmed, is being harmed, or is at risk of harm, including physical,

sexual, emotional or psychological abuse, neglect, exploitation or exposure to family or domestic violence.

Child/youth-focused complaint: A complaint made by, or on behalf of, a child or young person that is handled in a manner appropriate to their age, developmental stage, communication needs, culture and lived experience, and which prioritises their safety, wellbeing and participation.

Reportable conduct: Conduct by an employee, contractor, volunteer, student or Board member that may meet the definition of reportable conduct under the **Children’s Guardian Act 2019 (NSW)**, including but not limited to sexual offences, sexual misconduct, ill-treatment, neglect, assault or behaviour causing psychological harm to a child.

Reportable allegation: An allegation that an employee or relevant worker has engaged in reportable conduct, whether or not the allegation has been substantiated.

Escalation: The process of referring a complaint or concern to a higher level within TYS or to an external oversight, regulatory or review body where the matter cannot be resolved internally or where required by law.

2. PROCEDURES

Information for clients and stakeholders

2.1 TYS will ensure that clear, accessible and child/youth-friendly information about complaints and appeals is available to all children and young people, families, carers, advocates and stakeholders.

Information about how to raise a concern or make a complaint will:

- be easy to understand, age-appropriate and culturally sensitive
- clearly explain that it is safe to complain and that no person will be treated unfairly for raising a concern
- explain what will happen after a complaint is made, including timeframes and possible outcomes
- explain how to raise concerns about safety, including child safety concerns
- provide information about internal and external complaint options.

How complaints information is made available

2.2 Complaints and appeals information will be made available through multiple formats and locations, including:

- at intake and assessment
- during case management meetings and service delivery
- in residential and program locations (including posters and visual materials)
- on the [TYS website](#)
- through complaints and feedback handouts
- verbally, through staff including youth workers or case workers.

Where required, staff will assist clients, children and young people to understand complaints information verbally or through supported communication.

Child/Youth-friendly and accessible communication

2.3 TYS will take reasonable steps to ensure complaints information is accessible to:

- children, young people and families of different ages and abilities
- people with disability or communication needs
- people from culturally and linguistically diverse backgrounds
- First Nation children, families and communities.

This may include the use of:

- simple language and visual aids
- interpreters or translated information
- supported decision-making
- advocates or trusted support people.

Information about safety and urgent concerns

2.4 All clients, children and young people will be informed that:

- if they feel unsafe, worried or at risk of harm, they should tell a staff member immediately
- urgent safety concerns will be acted on straight away
- they can raise safety concerns even if they do not wish to make a formal complaint.

Induction training

2.5 All new employees will receive training during induction that includes:

- an overview of this Complaints Management Policy and procedures
- how to receive and respond to complaints respectfully and without defensiveness
- how to support children and young people to raise concerns in a safe and age-appropriate way
- understanding the difference between:
 - service complaints and appeals
 - child safety concerns
 - reportable conduct matters
- internal escalation pathways and external complaint options
- mandatory reporting and child-safety reporting obligations.

Making a complaint

2.6 Any person may make a complaint or raise a concern about TYS. Complaints may be made at any time, and assistance will be provided to support people to raise concerns safely and without fear of disadvantage.

Complaints may be made:

- by a child or young person
- by a client, family member, carer or advocate
- by a staff member, volunteer or student
- by a community member or stakeholder.

A complaint does **not** need to be in writing and does **not** need to follow a particular format.

Ways to make a complaint

2.7 Complaints can be made through any of the following methods:

- **Verbally**, by speaking with:
 - a staff member involved
 - a case worker, youth worker or coordinator
 - a Manager
 - the Chief Executive Officer (CEO)
 - a Board member.
- **In writing**, including:
 - completion of a Feedback and Complaints Form
 - email to the organisation's designated complaints email address
 - Feedback suggestion box located in residential services
 - written correspondence sent to the organisation's postal address.
- **Online**, including:
 - via the TYS website contact or complaints page
 - via QR codes linked to online feedback or complaints tools.
- **By phone**, by contacting TYS during business hours.
- **With support**, including:
 - through an advocate, support person or trusted representative
 - with assistance from a staff member where a person requires help to communicate or understand the process.

Child/Youth-friendly and supported complaints

2.8 TYS will take reasonable steps to ensure children and young people can raise concerns safely and in ways that suit them. This includes:

- listening to children and young people respectfully and taking their concerns seriously
- allowing complaints to be raised verbally or informally
- supporting children to involve a trusted adult, advocate or support person if they choose
- explaining the process and outcomes in language appropriate to the child's age and understanding.

Children and young people may raise concerns even if they do not want to make a formal complaint.

Choosing the right pathway

2.9 When a complaint or concern is received, TYS will assess it to determine the appropriate pathway, including whether it is:

- a service complaint or appeal
- a child safety concern
- a reportable conduct matter
- a matter that should be referred to an external body.

Where a complaint raises concerns about the safety or wellbeing of a child or young person, immediate safety actions will be taken and relevant child-safety and reporting procedures followed without delay. The complaints process will not prevent or delay required reporting.

Complaints made to external bodies

2.10 A complainant may choose to make a complaint directly to an external body at any time. TYS will:

- provide information about relevant external complaint bodies
- support complainants to understand their external options if requested
- cooperate fully with any external complaint handling, investigation or review.

Procedure for complaints and appeals management (workflow & timeframes)

2.11 Any staff member may receive a complaint. All staff have a responsibility to respond respectfully, ensure safety, and take reasonable steps to progress the complaint in accordance with this procedure.

Step 1 — Receive and listen (immediate)

The receiving staff member will:

- listen respectfully and acknowledge the person's concerns
- thank the complainant for raising the issue (where appropriate)
- confirm what outcome the complainant is seeking
- explain next steps, including timeframes, support options (advocate/support person/interpreter), and how the complaint will be recorded.

Step 2 — Immediate safety triage (same day / immediately if needed)

The receiving staff member (or Manager) will assess whether the complaint involves:

- **urgent safety risk** (including a child or young person being unsafe or at risk of harm)
- a potential **reportable conduct** matter
- a serious incident requiring urgent management escalation.

If a child or young person is at risk of harm, the complaint must be escalated **immediately** to the relevant Manager and handled as a priority, including taking immediate safety actions.

If the complaint may involve reportable conduct (refer Policy 4.16 Care and Protection), it must be escalated to the appropriate manager for action under the NSW Reportable Conduct Scheme requirements, noting statutory notification/reporting timeframes may apply

The complaints process must **not** delay urgent safety actions or required reporting.

Step 3 — Record and register (as soon as practicable)

All formal complaints and appeals will be:

- recorded and registered in the **TYS Complaints Register**
- assigned a responsible complaint handler (Manager/CEO/Chair, depending on the subject of complaint)
- stored securely with access restricted to staff directly involved in resolution.

Step 4 — Acknowledge receipt (promptly)

The complaint handler will ensure the complainant receives confirmation that their complaint has been received, including:

- the name/role of the complaint handler (or contact point)
- the steps in the process
- expected timeframes
- support options (advocate/support person/interpreter).

Step 5 — Early resolution (where appropriate)

Where a complaint is low risk and can be resolved quickly, staff may attempt to resolve the matter at first contact or through early discussion with the complainant, provided:

- it is safe and appropriate to do so
- it does not involve child safety concerns or reportable conduct
- the complainant agrees with the proposed resolution.

The resolution and outcome must still be recorded in the Complaints Register.

Step 6 — Investigate (commence within 24 hours where practicable)

The complaint handler will:

- examine the complaint **within 24 hours** of receipt where practicable
- determine the issues to be investigated and information required
- gather relevant information (documents, notes, CCTV/records where relevant, interviews with parties/witnesses as appropriate)
- provide the subject of complaint an opportunity to respond (procedural fairness), unless doing so would compromise safety or a separate statutory process.

Step 7 — Update the complainant (within 72 hours where practicable)

The complaint handler will provide the complainant an update and written advice **within 72 hours (3 business days)** of receipt, advising:

- the complaint is being investigated
- what steps are underway
- the expected timeframe for resolution.

Step 8 — Decision and outcome (aim: within 10 working days)

As far as possible, complaints and appeals will be investigated and resolved **within 10 working days** of receipt.

The outcome will be one of the following (as applicable):

- **upheld** (and what will be done to address it)
- **resolved** (and how it was resolved)
- **not upheld / no further action** (with reasons, where appropriate).

If the **10 working day** timeframe cannot be met, the complainant will be informed of:

- the reason for delay
- a revised expected timeframe.

Step 9 — Communicate outcome and next options

The complaint handler will advise the complainant of:

- the decision/outcome (in writing where appropriate)
- any actions TYS will take (where relevant)

- any available internal review options
- how to escalate externally if dissatisfied (including contact options for relevant external bodies).

Where an apology is appropriate, the complaint handler will ensure an apology is offered by the appropriate person and that steps to prevent recurrence are identified.

Step 10 — Internal review (if requested)

If a complainant is not satisfied with the outcome, they may request a review by another Manager (or appropriate senior decision maker). A decision on the review should be completed **within 10 working days** where practicable.

Step 11 — External escalation (if not resolved)

If the complainant remains dissatisfied or the matter is more appropriate for external review, TYS will support referral to relevant external bodies (as applicable) and cooperate fully with any external investigation or review.

Step 12 — Close, record outcomes and improve

On closure, the complaint handler will ensure:

- outcomes, actions taken, and closure date are recorded in the Complaints Register
- any required corrective actions are assigned and monitored
- themes and systemic issues are captured for continuous improvement and reporting.

Complaints involving staff, students or volunteers

2.12 Complaints that involve the conduct, behaviour or actions of a staff member, student or volunteer will be managed in a manner that is fair, confidential, timely and consistent with child/youth-safety obligations.

Initial assessment and responsibility

2.13 Complaints involving staff, students or volunteers will normally be managed by a **Manager** who is not the subject of the complaint.

- Where a complaint involves:
 - a Manager, the matter will be managed by the CEO or delegated senior officer
 - the CEO, the matter will be managed by the Chair of the Board or a delegated Board member
 - a Board member, the matter will be managed in accordance with governance processes and Board procedures.

2.14 Child safety and reportable conduct considerations

- If a complaint involves, or may involve, **child safety concerns or reportable conduct**, the matter must be **escalated immediately** to the appropriate senior officer.
- Complaints that meet the threshold for reportable conduct will be managed in accordance with statutory obligations under the NSW Reportable Conduct Scheme.
- The complaints handling process will operate **alongside** (and not replace or delay) required child-safety actions, notifications or investigations.

Procedural fairness

2.15 Where appropriate and safe to do so, the staff member, student or volunteer who is the subject of a complaint will:

- be informed of the nature of the complaint

- be provided with an opportunity to respond to the issues raised
- be treated respectfully and without presumption of fault.

Procedural fairness will be balanced with the need to:

- protect children and young people
- protect complainants and witnesses from harm, intimidation or retaliation
- preserve the integrity of any external or statutory investigation.

Confidentiality and information handling

2.16 Complaints involving staff, students or volunteers will be handled confidentially and information shared strictly on a **need-to-know basis**.

- Confidentiality may be limited where disclosure is required by law, necessary to protect safety, or required to meet reporting obligations.
- All records will be stored securely and access restricted to authorised personnel only.

Interim safety and workplace actions

2.17 Where required to manage risk, TYS may implement interim measures while a complaint is being assessed or investigated. These may include:

- changes to duties or supervision arrangements
- temporary redeployment
- separation of parties
- other risk-mitigation actions.

Any interim measures are **not disciplinary findings** and will be reviewed as the matter progresses.

2.18 Outcomes and disciplinary action

- Outcomes of complaints involving staff, students or volunteers may include no action, practice improvement, training, mediation, or disciplinary action.
- Any disciplinary action will be taken in accordance with TYS disciplinary and human resources procedures and relevant legislation.
- Where appropriate, complainants will be advised of the outcome at a level that respects privacy and confidentiality obligations.

2.19 Protection from retaliation

- TYS will not tolerate retaliation, victimisation or adverse treatment of any person who makes a complaint, supports a complainant, or participates in an investigation.
- Any concerns about retaliation will be treated seriously and managed promptly.

External complaints and review options

2.20 A complainant may choose to raise a complaint directly with an external body **at any time**, or after completing TYS's internal complaints process. Accessing an external complaints body will **not disadvantage** a complainant or limit their access to services.

TYS will:

- ensure complainants are informed of relevant external complaint options
- support complainants to understand external pathways if requested
- cooperate fully with external complaint handling, reviews and investigations.

Relevant external oversight and complaint bodies

2.21 Depending on the nature of the complaint, external options may include (but are not limited to):

NSW Ombudsman

For complaints about community services, administrative decision-making, and complaint handling processes.

- Particularly relevant where a complainant believes a matter has not been handled fairly or appropriately.

NSW Office of the Children's Guardian

For matters relating to:

- child safety concerns
- reportable conduct allegations involving employees, volunteers or contractors
- compliance with the NSW Child Safe Scheme.

NSW Civil and Administrative Tribunal (NCAT)

For administrative review of certain decisions, including:

- housing-related decisions
- tenancy and accommodation matters
- other decisions that fall within NCAT's jurisdiction.

Registrar for Community Housing / Housing Appeals Committee

For complaints or appeals relating to:

- community housing decisions
- tenancy matters
- housing management issues, where applicable.

NDIS Quality and Safeguards Commission

For complaints relating to NDIS-funded supports or services, where relevant.

Information about how to contact these bodies will be provided to complainants in complaints information materials and on the TYS website.

Cooperation with external investigations

2.22 Where a complaint is made to an external body, TYS will:

- nominate an appropriate Manager as the point of contact
- provide information and assistance as required by law
- participate in conciliation, early resolution or review processes where appropriate
- implement corrective actions or recommendations where required.

Internal complaints processes may continue in parallel unless directed otherwise by the external body.

Confidentiality and lawful information sharing

2.23 When dealing with external complaints:

- information will be shared lawfully, proportionately and on a need-to-know basis
- privacy, confidentiality and child-safety obligations will be balanced with statutory reporting and cooperation requirements
- parties will be informed where information must be disclosed to an external authority.

Record keeping

2.24 TYS will maintain accurate, secure and confidential records of all complaints and appeals. A **Complaints Register** will be maintained for a minimum of **seven (7) years** from the date a complaint is received. The register will record, as appropriate:

- the nature and category of the complaint or appeal
- the date the complaint was received
- actions taken and key decisions
- timeframes for response and resolution
- the outcome and reasons for decision
- whether the complainant was notified of the outcome
- any follow-up actions or systemic issues identified.

2.25 Storage and access to records

- All complaints records and related correspondence will be stored securely in protected files or systems.
- Access to complaints records will be restricted to **authorised management personnel** and others with a legitimate role in resolving or reviewing the complaint.
- Where a complaint is made against a member of the Management Team, that individual will be **excluded from access** to the relevant complaint file.
- Records relating to child safety or reportable conduct matters will be handled in accordance with applicable child-safety and statutory confidentiality requirements.

2.26 Confidentiality and information sharing

- TYS will treat all complaints and related information as confidential and will only share information on a **need-to-know basis**.
- Confidentiality may be limited where:
 - disclosure is required or authorised by law
 - it is necessary to protect the safety or wellbeing of a child or another person
 - it is required to cooperate with an external investigation, regulator or oversight body.
- Complainants will be informed where confidentiality cannot be fully maintained.
- Information relating to reportable conduct matters will be managed in accordance with statutory restrictions on disclosure.

2.27 Reporting and organisational oversight

- A **statistical summary of complaints and appeals** (de-identified where appropriate) will be prepared and reviewed by Management on a regular basis.
- Complaints data will be used to:
 - identify trends, risks and systemic issues;
 - inform service planning and quality improvement;
 - support child-safe practice review and risk management; and
 - meet contractual, regulatory and governance reporting obligations.
- Complaints and appeals reporting will form part of routine management and Board reporting to support organisational accountability and continuous improvement.

Continuous improvement of the complaints management system

2.28 TYS is committed to the ongoing review and improvement of its complaints and appeals management system. The complaints management system will be reviewed and evaluated on a **regular and planned basis** to ensure it remains:

- accessible, fair and effective

- child/youth-focused and safe
- compliant with legislative, contractual and regulatory requirements
- responsive to emerging risks, trends and service changes.

Review activities

2.29 Continuous improvement activities may include:

- regular review of complaints and appeals data to identify trends, risks and systemic issues
- review of complaints relating to child/youth safety, service access, decision-making or staff conduct
- review of timeliness, outcomes and complainant feedback
- feedback from children, young people, clients, families, staff and stakeholders
- review of relevant legislation, standards, notified policies and regulatory guidance.

Integration with child/youth-safe governance

2.30 Findings from complaints and feedback will inform:

- child-safe practice reviews
- risk management and mitigation strategies
- workforce training and supervision
- updates to child-safe policies, procedures and resources
- actions identified in the organisation’s Child Safe Action Plan.

2.31 Reporting and accountability

- Complaints trends, outcomes and improvement actions will be reported to Management and, where appropriate, to the Board.
- Significant issues, risks or systemic concerns identified through complaints will be escalated through governance and risk management processes.
- Actions arising from complaints analysis will be documented, monitored and reviewed for effectiveness.

3 DOCUMENTATION

Documents related to this policy	
Related policies	3.6 Code of Conduct and Ethics 3.29 Discipline 3.30 Grievance 4.3 Client Rights and Responsibilities 4.6 Intake and Assessment 4.7 Client Privacy and Confidentiality 4.16 Care and Protection
Forms, record keeping or other organisational documents	CS016 Client Complaints Information Handout CS017 Complaint Management Checklist CS018 Complaint Management Investigation Notes – Complainant CS019 Complaint Management Investigation Notes

Taldumande Youth Services 4.10 Complaints Management

	– Subject CS020 Complaint Management Investigation Notes – Witness CS021 Complaint Management – Operational Issues CS022 Complaint Management – Outcomes CS024 Complaint/Feedback Poster CS045 Client Complaint/Feedback form OP009 Client Safety Statement OP010 Child Safe Code of Conduct R007 Complaints Register
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Senior Manager	Senior Manager

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	17.10.2014	Greg Soames (Senior Manager)	17.10.2016
2	16.1.2017	Greg Soames (Senior Manager)	16.1.2019
3	7.5.2018	Greg Soames (Senior Compliance Manager)	7.5.2021
4	8.6.2020	Greg Soames (Senior Compliance Manager)	8.6.2023
5	1.5.2023	Greg Soames (Senior Compliance Manager)	1.5.2026
6	16.3.2026	Greg Soames (Senior Compliance Manager)	16.3.2029