

Complaints and Feedback Management Procedure

Cerebral Palsy Support Network Inc (CPSN) works in partnership with our stakeholders and members to share knowledge, create connections and provide support.

CPSN is committed to rights-based, person-centred, high-quality, effective, and safe services and supports.

CPSN welcomes all feedback, including complaints, and seeks to resolve them quickly and learn from them to improve our services.

Record of procedure development		
Version	Date approved	Date for review
Version 4	March 2026	March 2028

Responsibilities and delegations	
This procedure applies to:	Clients, Members, Employees, volunteers, contractors, researchers, and Board members
Procedure approval:	CEO
Review of Procedure Compliance	CEO

Specific responsibilities:

Board
CEO
Human Resources Manager
CPSN Leadership Team

Policy statement

This Procedure describes **how** CPSN implements its Complaints Management Policy. The Complaints Management Policy describes CPSN's intention and standard in relation to responding to and resolving any complaints.

Complaints may be about CPSN services (accessibility, quality, or staff manner), decisions, responsiveness, or this policy and its associated procedure.

All complaints received by CPSN will be managed under this procedure as well as any legislative or regulatory requirements including:

- Notifiable / Reportable Incidents which are managed in accordance with the NDIS Practice Standards and NDIS Quality and Safeguards Incident Reporting Requirements, Commission for Children and Young People Reportable Conduct Scheme, Victorian Disability Worker Commission notifiable conduct provisions and WorkSafe Victoria notifiable incident requirements.
- Where issues relate to allegations of criminal matters the complainant will be advised to report to the appropriate investigating authority such as relevant police force.

Definitions

The following definitions apply to this Procedure and its associated Policy:

Complaint - An implied or express statement of dissatisfaction where a response is sought, reasonable to expect or legally required.

Major Complaint – A complaint which is urgent, or complex involving other service providers/organisations, as well as notifiable incidents.

Notifiable / Reportable Incident – An Incident or occurrence that is reportable to an external authority: NDIS Quality and Safeguards Commission, Commission for Children and Young people and the reportable conduct to the Disability Worker Scheme and Work Safe Victoria or the applicable State/Territory work safe regulator or equivalent body.

Employee means a person who is employed by CPSN with wages or salary.

Staff means all the people employed by CPSN or within a specific work area.

Worker means any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

LT – Leadership Team

Procedure

Purpose of this Procedure

This Procedure outlines how CPSN will manage the receipt of, response to, and resolution of complaints and feedback as well as embedding learnings by improving our policies, procedures and systems. It promotes consistency, good practice, and provides an accountability tool against which people's actions and compliance with the Procedure can be measured.

The Complaints Management Policy outlines the roles and responsibilities for implementation of the policy. These roles and responsibilities are embedded within this Procedure.

CPSN will ensure that the Complaints Management Policy and this Procedure are publicly available in electronic copy and in accessible formats. Accessible information on the policy and this procedure will be included on the CPSN website, in Service Agreements, Individual Supports toolkits and home visit material.

The CEO and/or Chair will manage all media relations enquiries that may arise from a complaint.

Procedure

The sequence of steps involved in the CPSN Complaints and Feedback Procedure is outlined below:

<p>1. Providing feedback or making a complaint</p>	<p>You can provide feedback or make a complaint in person, by email, telephone, through an advocate, or in writing.</p> <p>You can use our Complaints and Feedback Form.</p> <p>You can make anonymous feedback or complaints.</p> <p>We will support you to provide feedback or make a complaint by listening, completing a form with you, and/or engaging external support/advocacy where appropriate.</p> <p>If you are a staff member wishing to make a complaint in relation to your supervisor or line manager you can contact the next line manager up from your immediate line manager, any LT member or the CEO.</p>
<p>2. Acknowledging feedback and complaints</p>	<p>CPSN will acknowledge your feedback/complaint and tell you what measures we will take within two business days.</p> <p>CPSN employees, who are not managers, are not authorised to handle complaints.</p> <p>CPSN employees, who are not managers, who receive a complaint will immediately refer the complainant to an appropriate Line Manager or the CEO.</p>
<p>3. Resolving complaints at a local level</p>	<p>Where possible, we will resolve complaints quickly and at a local level.</p>
<p>4. Recording all feedback and complaints</p>	<p>We will record all feedback and complaints.</p> <p>Records will usually be kept in CPSN's Salesforce System, however, complaints submitted by a staff member about another staff member will be kept and recorded privately in personnel files or other suitably confidential locations within CPSN's server.</p>
<p>5. Reporting notifiable complaints and incidents</p>	<p>We will report complaints and incidents to external authorities where we are required to do so by legislation or other reporting requirements.</p> <p>Where an alleged or suspected criminal act is involved, or you have immediate concern for somebody's safety, police must be informed immediately and CPSN will follow their guidance in relation to internal investigation.</p> <p>Where you seek to make a private complaint or wish to keep the matter confidential; CPSN will determine if the nature of the complaint poses a direct danger to yourself or others; CPSN have the right to investigate and formalise your complaint without your consent.</p>
<p>6. Complaints about a Board member/s, CEO or Leadership Team Member</p>	<p>The Chair will be advised of a complaint about Board member/s, CEO or LT member/s within 48 hours of the complaint being made.</p>

	<p>Where a complaint is about Board member/s, the process will be to appoint an external investigation body who will conduct the investigation on behalf of the Board.</p> <p>Where a complaint is about an LT member, the CEO will manage the process.</p> <p>Where a complaint is made about the CEO, the Chair will manage the process.</p> <p>The Human Resources Manager will assist the CEO with the Board and direct report complaints where appropriate.</p>
7. Investigating complaints	<p>Where complaints cannot be resolved quickly at the local level, or where they are Major Complaints, CPSN will investigate, using our best endeavours to ensure procedural fairness, principles of natural justice and confidentiality.</p> <p>Parties to the complaint will be involved appropriately in the resolution of the complaint.</p> <p>Parties to the complaint, or witnesses to a complaint, incident or situation may be contacted and interviewed as part of the investigation process. To ensure the procedural fairness is followed, the complainant may be identified during the investigation process.</p> <p>All Parties contacted or interviewed about a complaint or incident will be required to maintain confidentiality. CPSN employees who do not maintain the requisite confidentiality may be subject to disciplinary processes.</p>
8. Keeping you informed about progress	<p>We will update you about the progress of your complaint within a reasonable timeframe being five business days.</p>
9. Advising you of the outcome of the complaint	<p>We will advise you of the action taken and where appropriate the outcome of the complaint within 28 days. This advice will be provided to you in writing. Where this timeline cannot be met, we will advise you.</p> <p>We will tell you what we have decided and what action we will take. If your complaint is about a specific person or employee at CPSN, we may not tell you all the actions taken as this can impede on that person's privacy.</p>
10. Appeal	<p>If you are not satisfied with the decision of CPSN, you can appeal to the CEO or Board.</p> <p>Depending on the kind of complaint made, you may take your complaint to an external body to resolve (e.g., the NDIS Quality and Safeguards Commission, Ombudsman, Fair Work Ombudsman, etc.).</p>
11. Embedding the learning from feedback and complaints	<p>Where appropriate, we will make changes to our policies, procedures, and systems and take other action that we have agreed in response to feedback and complaints.</p> <p>We will continually monitor feedback and complaints for improvement opportunities reporting through to the Human Rights Committee.</p>
12. Review of Policy and Procedure	<p>We will review the Complaints Policy and the Complaints and Feedback Procedure at regular intervals in accordance with CPSN's Policy Register.</p>

Review of Procedure

This procedure will be reviewed by CEO upon any of the following events occurring:

- a review of the Complaints Management Policy
- changes in accepted practice standards
- changes in external requirements such as legislation
- staff identifying gaps or problems in implementing the procedure
- service user feedback.

Training plan

Complaints management training is incorporated in the mandatory orientation training required for all staff on commencement with CPSN.

Prerequisites

Complaints Management Policy

Code of Conduct

Maintaining appropriate records

Complaints will be documented in relevant, applicable systems such as Salesforce, Continuous Improvement Register, Risk Register and HR Information System.

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

Forms that apply to this procedure

- Complaints and Feedback Form
- Complaints Acknowledgement letter template

Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of review
CEO	V1,2	Unknown	
CEO	V3	June 2024	Scheduled Review
CEO	V4	February 2026	Scheduled Review and incorporating role changes re organisational restructure