

INTRODUCTION

Life Ed Queensland (LEQ) is dedicated to providing a safe, transparent and effective service to those who wish to make a complaint. Whether regarding the provision of services or the quality of the service, mismanagement of people's information and data, use of donations or other concerns, we are committed to resolving any matters brought to our attention with utmost integrity and efficiency.

BENEFITS OF HANDLING COMPLAINTS WELL

Handling complaints well can provide useful information which can be used to:

- Improve products and services.
- Build better relationships and donors and others.
- Improve financial performance.
- Empower staff to resolve issues fairly and efficiently.

PURPOSE

This policy is intended to ensure LEQ handle complaints fairly, effectively and efficiently. The policy provides guidance to staff and people who wish to make a complaint on the key principles and concepts of our complaint management protocol.

SCOPE

This policy applies to all staff (paid and volunteer), contractors, committees, and any governing bodies, receiving or managing complaints from the public and customers made to or about us, regarding our products, services and staff.

This complaints policy does not cover issues relating to whistleblowing. Whistleblowing complaints, which involve reporting misconduct, violations of law, or unethical behaviour are addressed under a separate Whistleblower Protection Policy.

LEQ COMMITMENT

LEQ is committed to resolving complaints in a fair, effective and timely manner. Our staff, at all levels, are committed to fair, effective and efficient complaint handling.

The table below outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
CEO	Promote a culture that values complaints and their effective resolution	<p>Provide adequate support and direction to staff responsible for handling complaints.</p> <p>Regularly review reports about complaint trends and issues arising from complaints.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly.</p> <p>Encourage staff to make recommendations regarding improvements.</p>
Managers	Take responsibility for complaints made within their department	<p>Ensure a thorough investigation into a complaint occurs.</p> <p>Ensure complaints are appropriately resolved and escalate any issues that might have a wider implication for the organisation or brand, to the CEO.</p> <p>Review changes arising from complaints and from the analysis of complaint data.</p> <p>Ensure the complaints register is up to date.</p>
All Staff, Volunteers, Committees	Understand and comply with complaint handling practices.	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of the company complaint handling policy and procedure.</p> <p>Assist people who wish to make a complaint.</p> <p>Provide regular feedback to management on issues arising from complaints. Be alert to complaints and assist others, if required, to handle complaints in a satisfactory manner.</p> <p>Be informed of the complaint register and raise any complaints with their department manager.</p>

TERMS AND DEFINITIONS

Complaint - an expression made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Dispute - an unresolved complaint escalated either within or outside of LEQ.

Feedback – comments, opinions or expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us or our service, where a response is not explicitly or implicitly expected or legally required.

GUIDING PRINCIPLES

LEQ is committed to seeking and receiving feedback and complaints about our services, systems, practices and products. People making complaints will be:

- Provided with information about our complaint handling process and how to access it,
- Listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- Provided with reasons for our decisions and any options to redress or review.

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint had been made by them or on their behalf.

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

We will ensure that information about how and where complaints may be made to or about us is well publicised on our website.

RESPONDING TO COMPLAINTS

We will acknowledge all complaints within 2 business days of receipt and aim for an early resolution of a complaint, wherever possible.

We will assess and prioritise complaints in accordance with the urgency and / or seriousness of the issues raised. Simple issues may be resolved immediately. An investigation into a complaint will occur and we will aim for a resolution within 20 business days with the complainant informed of the outcome and any corrective actions taken.

We will protect the identity of people making complaints where this is practical and appropriate.

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on our ability to do our work and perform our functions in an effective and efficient way; the health, safety and security of our staff; and our ability to allocate our resources. When people behave unreasonably in their dealing with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affect us and will support our staff to do the same in accordance with this policy.

CONTINUOUS IMPROVEMENT

We are committed to improving the way LEQ operates and how we manage complaints and feedback. We will:

- Implement best practices in complaint handling,
- Recognise and review exemplary complaint handling by staff,
- Regularly review our complaint handling system and practices, together with complaint data, and
- Implement appropriate process and policy changes where necessary as part of our ongoing review.