



Community Bridging Services (CBS) Inc.

Complaints Policy

Community Bridging Services (CBS) Inc. is committed to being open and responsive to any complaints and suggestions offered by our clients, their families/carers, supporters, staff or by members of the community. CBS Inc. will at all times seek an outcome to a complaint which is satisfactory to all parties.

CBS Inc. welcomes complaints and will ensure that there be no negative impact on those who raise complaints. All parties involved in a complaint have the right to have an advocate present at any stage of a complaint.

All complaints will be addressed confidentially and will be acknowledged within 48 hours of receiving the complaint and action will begin within five working days of receiving the complaint.

Investigation of complaints is impartial and no assumptions will be made nor any action taken until all relevant information has been collected and considered.

Complaints of a serious nature are discussed by the Executive Management team and may result in disciplinary actions for the staff involved.

CBS Inc. recognises the right of individuals to approach an external agency if the formal complaints procedure has not resolved the issue to their satisfaction.

All resolutions of complaints will be evaluated to ensure the complainant is satisfied with the action taken.

Any changes to CBS Inc. processes as result of the complaint will be made as continuous improvement.

A handwritten signature in blue ink that reads 'Freddie Brincat'.

Freddie Brincat OAM, MAICD
Executive Director
May 2018