



Community Bridging Services (CBS) Inc.

Complaints Policy

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

The complaints policy will be accessible to all staff and clients.

CBS Inc. will maintain an efficient formal complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.

CBS Inc. will ensure that complaint handling procedures are child safe and uphold the rights, voices and wellbeing of children and young people. CBS Inc. will uphold the responsibility to report and take action to protect the safety and wellbeing of children and young people.

The complaint process will be transparent for all parties involved, possible outcomes will be clearly explained to all parties and updates on the progress or any actions from the complaint will be provided as necessary to relevant parties.

CBS Inc. will maintain full and accurate records of all complaints.

CBS Inc. will ensure that all suggestions for improvement and complaints are recorded, considered, and retained for process improvement purposes.

CBS Inc. will ensure that the complainant is informed of their right to have a support person or advocate present to assist or represent them during the formal complaints procedure. Formal complaints must be made in writing. If a complaint can only provide a verbal complaint, the assisting staff member will document the complaint and either the complainant or assisting staff member must sign the document.

CBS Inc. will address all complaints in a confidential manner. Action to resolve the complaint will commence within 5 working days of the complaint being made (this includes contacting the complainant with acknowledgement of the complaint). Only the people directly involved in making, investigating, or resolving a complaint will have access to information about it. The CBS Inc. Board of Directors will be given a summary report of all complaints.

CBS Inc. will ensure that the complaint investigation process is fair and impartial. No assumptions will be made, nor any action taken until all relevant information has been collected and considered.

Management will take all necessary steps to ensure that no victimisation or blame occurs against anyone who makes a complaint or against those involved in the complaint.

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

Complaints will be managed by the local Regional Manager or Coordinator, or a member of the Executive Management Team or the CBS Inc. Board of Directors, depending on the nature and severity of the complaint.

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.

A handwritten signature in blue ink, appearing to read 'Freddie Brincat', with a long horizontal flourish extending to the right.

Freddie Brincat OAM, MAICD
Executive Director
February 2024