Complaints & Feedback Policy

POL-PSE-SW0-002

Policy Number	Version	Approval Date	Category	Owner
POL-PSE-SW0-002	5.0	26/10/2026	Partner, Sponsor and Supporter Experience	GM Risk Safety & Wellbeing

Policy Statement	
Purpose	Queensland Police-Citizens Youth Welfare Association (PCYC Queensland) is committed to ensuring appropriate mechanisms are available for complaints and feedback. The purpose of this policy is to ensure a consistent, fair and transparent approach is taken in the receipt, handling, management and response to complaints and feedback in the organisation.
Scope	This policy applies to complaints and feedback received by PCYC Queensland from the general public and those engaged by or involved with PCYC Queensland including but not limited to: • Employees / Agents / Volunteers • Contractors • Trainee students • Visitors • Members / Participants Complaints made against Agents of PCYC Queensland must be referred by the organisation to Queensland Police Service (QPS) and will be investigated in accordance with the relevant QPS policy and the Police Service Administration Act 1990 and Police Service Discipline Regulations. ***Exclusions**:* • Disclosures of serious misconduct, fraudulent or unethical behaviour or actions will be managed in accordance with the Whistle-blower Policy. Employee grievances relating to employment or internal human resources matters will be managed in accordance with the Grievances Policy. • Any child or youth safeguarding complaints should be managed in accordance with the Child Safety and Wellbeing Policy

1.0 Definitions

Complaint – is an expression of concern, dissatisfaction or frustration about the organisation's quality of service, or conduct of staff that requires a response or resolution.

Feedback – is any opinion, comment/suggestion, compliment or expression of interest/concern made directly or indirectly by a customer/member or external party

2.0 Principles

- PCYC Queensland will treat any individual providing feedback or making a complaint with dignity and respect.
- Information received through feedback or complaints will be used to act on and resolve the issues and suggestions reported to PCYC Queensland.
- PCYC Queensland will manage complaints and feedback in a timely, fair, transparent and responsive manner.
- The procedure for reporting complaints and feedback will be easily accessible and support natural justice and procedural fairness.
- PCYC Queensland will comply with its legal responsibilities in accordance with all relevant legislation.
- Complaints and feedback received will be reviewed as part of continuous improvement of PCYC
- Queensland services to better meet the needs of the community and the organisation's mission.
- Privacy and confidentiality of information obtained through or in connection with a complaint or feedback will be appropriately managed in line with the PCYC Queensland Privacy Policy.

- PCYC Queensland may refer complaints or feedback to external agencies; if necessary.
- Continual clear communication will be provided with all parties of a complaint, including explanation on the final decision, any recommendations, review options and any available external review mechanisms.
- PCYC Queensland will endeavour to resolve all complaints to a satisfactory level of all parties.
- Monitoring of complaints and feedback will be completed through a register.

3.0 Roles and Responsibilities

It is the responsibility of:

Chief Executive Officer –

- Ensure the establishment, implementation, monitoring and review of the policy
- Ensure Executive Leadership Team (ELT) involvement and commitment to the policy
- Promote a culture of continuous improvement across the organisation
- Periodically review the complaints and feedback management process to ensure it is effectively and efficiently maintained and continually improved

Executive Leadership Team (ELT)

- Promote awareness of the policy
- Ensure the policy is adhered to and is consistent with any applicable legislation
- Provide adequate support and direction to key staff responsible for managing complaints
- Review, monitor, analyse, and report on complaints and feedback to ensure they are appropriately managed within the appropriate timelines
- Periodically report complaint and feedback data and trend analysis to the Board of Directors

Managers/Supervisors

- Promote a culture that encourages staff to support customers and external parties in raising complaints and feedback
- Encourage and empower staff to resolve issues and complaints wherever possible at the point of contact
- Demonstrate accountability and commitment to ensuring the policy is adhered to by their direct reports
- Ensure appropriate records are maintained relating to complaints or feedback that is reported
- Provide feedback to management on issues arising from a complaint or feedback
- Share positive feedback directly with employees, agents and/or volunteers
- Ensure information about lodging complaint/feedback is easily accessible

Area Manager *Fun Squad only*

- Ensure qualifying complaints are reported to the regulatory authority (ECEC) within 24 hours of being received
- Complete ECEC reporting through the National Quality Agenda IT System

Employees / Agents / Volunteers / Contractors / Trainee Students

- Treat all people with dignity and respect
- Actively promote a customer-focused environment, that is open to feedback
- Be familiar and comply with the policy
- Participate in feedback or complaint management, as request or assigned
- Assist an individual to lodge a complaint or feedback, whenever requested

Reporting Individual (Complaint or Feedback)

- Inform PCYC Queensland about complaints/concerns in writing (where possible), providing as much detail as possible in the complaint including;
  - What happened
  - Dates and times of events (where possible)
  - Whether any witnesses were present
  - Preferred outcomes
- Participate in good faith
- Try to resolve their issue at the first point of contact

4.0 Reporting

PCYC Queensland treats all feedback seriously and investigates and responds to all feedback and complaints received.

Complaints and feedback should be lodged in writing (where possible) to ensure the information is accurately received by PCYC Queensland. Reporting methods include:

Phone –	(07) 3909 9555
Email –	complaints@pcyc.org.au
Online Feedback form –	PCYC Queensland Contact Us
Post –	PO Box 985, Slacks Creek QLD 4127

Feedback may also be obtained through participation in customer satisfaction surveys or evaluation facilitated by PCYC Queensland.

If requested, PCYC Queensland will assist individuals with lodging complaints or feedback.

As an Approved Provider, PCYC Queensland will ensure all Outside School Hours Care (OSHC) services display the name and contact details of the local PCYC Queensland employee whom complaints may be directed.

PCYC Queensland is committed to supporting and protecting the rights of complainants. No individual will be disadvantaged or at risk of reprisal in any way if they provide feedback or make a complaint about PCYC Queensland.

Regulatory Authority Reporting

PCYC Queensland will ensure complaints and/or feedback received is reported to the relevant regulatory authority, as required.

Early Childhood Education and Care Reporting *Fun Squad only*

PCYC Queensland will comply with requirements under the *Education and Care Services National Law Act 2010*, to report (within 24 hours of the complaint) situations relating to any Fun Squad Service where it is alleged that:

- a serious incident has occurred or is occurring while a child was or is being educated and cared for by the service
- that the Law has been contravened

5.0 Anonymity

Anyone providing feedback or making a complaint is entitled to remain anonymous. In these situations, PCYC Queensland will endeavour to act on the feedback or resolve the complaint but may be limited in what action it can take in investigating and/or acting upon the matter given the circumstances.

6.0 Feedback

PCYC Queensland recognises that feedback provides opportunities to:

- Review services for the community
- Ensure the delivery of services is consistent with the organisation's vision and mission
- Identify and rectify areas for improvement
- Acknowledge the performance of those engaged by PCYC Queensland (employees/ agents/volunteers)

PCYC Queensland may also use feedback from stakeholders in publications or newsletters. This is always done in a way that protects the identity of the individual, or if this is not possible or appropriate, with express permission.

7.0 Complaints

Complaints will be dealt with promptly and impartially with an emphasis on solving the problem.

External complaints regarding staff behaviour; including discrimination, bullying and harassment will be treated seriously by PCYC Queensland and managed promptly and confidentially, ensuring that all individuals, including the witnesses, are not victimised.

At any time, an individual may withdraw a complaint, seek assistance or lodge a complaint with an external agency, as appropriate.

Where required by legislation, PCYC Queensland will notify relevant external agencies and reporting bodies of the matter as necessary.

8.0 Vexatious or false reports

Complaints will be rejected if a preliminary investigation of the facts indicates that they are found to be unsubstantiated, misconceived, frivolous or vexatious.

9.0 Responding to complaints and feedback

Feedback and complaints received by PCYC Queensland will be acknowledged within 2 business days - PCYC Queensland will comply with all response timeframes agreed to or required by funding bodies and service partners and works with these organisations to address and resolve complaints that are subject to these requirements.

Only the complaints officer and authorised management have access to complaints and feedback reports, registers, and related personal information.

10.0 Managing complaints

Where possible PCYC Queensland will resolve complaints received at the first point of contact.

Complaints will be assessed and prioritised in accordance with the urgency and/or seriousness of the issues raised. Determination will be made whether it can be investigated internally, or an external agency/investigator is required.

Internally managed complaints will be addressed consistently and in a timely manner. PCYC Queensland will:

1. Register the complaint
2. Assess the complaint details
3. Initiate an Investigation
4. Monitor the investigation
5. Finalise the investigation/complaint
6. Respond to the individual
7. Record the investigation decision and appropriate case notes

11.0 External referrals

At any time including before or instead of advising PCYC, a complainant may refer their complaint to an external agency or alternative dispute resolution service.

This would include where a complainant is not satisfied with the outcome/response to their complaint.

In either instance appropriate external agency information will be provided by PCYC Queensland upon request. Complainants may also refer to The Queensland Ombudsman Website to see if the complaint can be investigated under the powers of the *Ombudsman Act 2001*.

For matters falling subject to the Reportable Conduct Scheme (*Child Safe Organisations Act Qld 2024*) complainants may report directly to the Queensland Family and Child Commission.

12.0 Confidentiality

The identity of the individual making a complaint will be protected, where this is practical and appropriate.

Information obtained through complaints and feedback management process will be managed in accordance with the Privacy Act 1988 and Australian Privacy Principles.

13.0 Review and improvement

PCYC Queensland is committed to reviewing and improving the effectiveness and efficiency of our complaints and feedback management process. Monitoring (which may include the use of audits and complaint satisfaction surveys) will be undertaken to ensure:

- Effectiveness in responding to and resolving complaints
- Identification and correction of inefficiencies to ensure best practices in complaint handling
- Regular review of the overall process and complaint and feedback data
- Implementation of appropriate changes arising from the analysis of data and continual monitoring of the process

Supporting Information	
Legislative Compliance	*Education and Care Services National Law Act 2010* *Education and Care Services National Regulations 2013* *Age Discrimination Act 2004* *Anti-Discrimination Act 1991* *Disability Discrimination Act 1992* *Disability Services Act 2006* (Qld) *Equal Opportunity (Commonwealth Authorities) Act 1987* *Fair Work Act 2009* *Privacy Act 1988* *Racial Discrimination Act 1975* *Racial Hatred Act 1995* *Sex Discrimination Act 1984* *Work Health and Safety Act 2011* (Qld) *Corporations Act 2001* *Child Safe Organisations Act Qld 2024*
Parent Document (Policy)	Partner, Sponsor and Supporter Experience Board Policy Statement BPO-PSE-SW0-001
Related Documents	Privacy Policy BPO-IMS-SW0-002 Code of Conduct BPO-POC-SW0-002 Grievance Policy BPO-POC-SW0-002 Child Safety and Wellbeing Policy BPO-GOV-CRM-001 Child and Youth Protection Policy BPO-GOV-CRM-002 Managing Underperformance & Discipline Policy POL-POC-SW0-008 Whistle-blower Policy BPO-GOV-SW0-010

Document Control			
Owner	Chief People & Culture Officer	**Next review due:**	31/10/2029
Approved by	Chief Executive Officer	**Approval Date:**	26/10/2026
Endorsed by	ELT	**Endorsement Date:**	21/10/2026

Revision History

Version	Amended by	Date	Revision Description
2.0	Policy Officer	12/04/2019	Alignment with new Policy Framework
3.0	GM People	22/09/2020	Insertion within 4.0 relating to no disadvantage or reprisal
4.0	Exec Leadership Team	30/09/2020	Replace 11.0 to clarify that complainant ability to refer to external agency.
4.1	Policy Officer	23/12/2020	Formatting and doc prep for upload to new intranet
4.2	Policy Officer	08/12/2022	Change Service Manager to Area Manager for OSHC. Update links. Address Change
5.0	Safeguarding Advisor	21/10/2026	Following review have ensured transparent inclusion of child and youth protection strategy. Future review to consider clearly mapping process.