Complaints and Feedback Form

Dardi Munwurro is committed to receiving feedback from staff, clients, community members, contractors and external agencies as means of promoting continuous delivery improvement.

Dardi Munwurro recognises the right of any individual to provide feedback or raise a complaint regarding the following

* Any aspect of operations and service provided to staff, clients, community, contractors and external agencies on-site or an outreach basis
* The behaviour of, and/or interaction with, any Dardi Munwurro staff, clients or contractors
* Dardi Munwurro’s practices, policies or procedures

Dardi Munwurro respects the right of individuals to make complaints and complainants will be treated with respect and provided with support and assistance throughout the process.

Compliments and complaints received anonymously will be recorded and considered, but

action may be limited if further information is required to ensure a full and fair investigation.

Dardi Munwurro will commit to;

* **Listen** – openly to the concerns being raised by the complainant.
* **Ask** – the complainant what outcome they are seeking.
* **Inform** – the complainant clearly of the complaint process, the time the process takes and set realistic expectations, ensuring they understand their confidentiality will be maintained throughout the process, and only the people involved directly will be spoken to.
* **Be accountable** – and empathic towards the affected person and action all commitments made.
* **Assess** – situations that pose an immediate threat or danger, or require a specialised response.

Dardi Munwurro follows a five-step model for handling feedback and complaints

1. ***Receive & Record***

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information in our internal system.

The record of the complaint will document:

* Contact information of the person making a complaint and the date received
* Issues raised by the person making a complaint and the outcome/s they want
* Any other relevant information and additional support the person making a complaint requires.

1. **Acknowledge**

We will acknowledge receipt of each complaint promptly, and preferably within 2 working days. When appropriate we may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

1. **Assess and Investigate**

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

* How serious, complicated or urgent the complaint i
* Whether the complaint raises concerns about people’s health and safety
* How the person making the complaint is being affected
* The risks involved if resolution of the complaint is delayed, and
* Whether a resolution requires the involvement of other organisations.

**3.1 Investigating the complaint**

After assessing and investigating the complaint, we will consider how to manage it. We may:

* Give the person making a complaint information or an explanation
* Gather information about the issue, person or area that the complaint is about, or
* Investigate the claims made in the complaint.

We will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and consider any statutory requirements.

1. **Determine outcome and communicate resolution**

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

* The outcome of the complaint and any action we took
* The reason/s for our decision
* The remedy or resolution/s that we have proposed or put in place, and
* Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

***5. Close the complaint: document and analyse data***

We will keep records about:

* How we managed the complaint
* The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
* Any outstanding actions to be followed up, including analysing any underlying or root causes

***5.2 Analyse data***

We will ensure that learnings are properly implemented, monitored and reported to the Leadership Team.

**Complaints Escalation and Dispute Resolution**

If a complainant remains dissatisfied with the outcome of their complaint or grievance

they will be provided with the details of other agencies they can use to assist them to

achieve a resolution. If required, and requested, Dardi Munwurro will provide assistance to an individual to access an external complaints process of their choosing.

Feedback Form

Let us know your response below (please tick below)

|  |  |
| --- | --- |
| Complaint  **Complaint** - an expression of dissatisfaction made to or about an individual staff  member, a team or a service. | Compliment  **Compliment** - an expression of praise, encouragement or gratitude about an individual staff |

Which of the following does your complaint or feedback relate to? (please tick below)

|  |
| --- |
| Dardi Munwurro’s programs or services  Dardi Munwurro’s practices or processes  One of Dardi Munwurro’s physical environments  Aunty Alma’s Gathering Place  A Dardi Munwurro staff member, mentor, volunteer or contractor |

PERSONAL DETAILS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Do you wish to remain anonymous: | | Yes | | No |
| First name: |  | | Last name: |  |
| Mobile: | Email: | | | |

|  |
| --- |
| Does this complaint relate to treatment by this organisation of you as a victim of crime?  Yes  No |

|  |
| --- |
| ***Please share your experience. Please include as much detail as possible, what led to making the complaint, compliment or feedback, the approximate date(s) and who was involved and attached any supporting documentation.*** |

|  |
| --- |
| **What outcomes would you like as a result of this complaint or feedback?** |
|  |

PRIVACY

Dardi Munwurro collects your personal information for investigating and responding to your complaint, compliment or feedback.

Please be advised that compliments may be used and published by Dardi Munwurro as part of our testimonial. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.

If you choose to remain anonymous, Dardi Munwurro may be unable to take action to your complaint, compliment or feedback.

DECLARATION

*I declare the information I have provided is true and correct*

|  |  |
| --- | --- |
| *FULL NAME* |  |
| *DATE* |  |
| *SIGN* |  |