

POLICY NAME:	COMPLAINTS, FEEDBACK AND APPEALS
DATE ADOPTED:	July 2023
DATE TO BE REVIEWED:	July 2026

PURPOSE

To ensure that individuals who access IFYS services have the right to make a complaint, an appeal and/or provide feedback in relation to Employees and/or service delivery.

SCOPE

Service Users, Employees, Carers, and the Board.

DEFINITIONS

Board – Board of Directors of IFYS Limited (and, where the context requires, of a related entity of IFYS Limited).

Carer – a person providing care or support for a relevant Service User including, without limitation, foster care, kinship care or disability support services and, where the context requires, may also include a Service User’s parent, guardian, or authorised representative.

Department Names – Machinery of Government changes may affect Departmental responsibilities from time to time. Refer to the following for current Departmental responsibilities and contact details:

- [Queensland Government](#)
- [Commonwealth Government.](#)

Employee – a person employed or otherwise engaged to form part of the IFYS workforce personnel from time to time including, where the context requires, a volunteer or a contractor, consultant or supplier engaged to provide services to IFYS.

IFYS – IFYS Limited ACN 131 388 102 (and, where the context requires, a related entity of IFYS Limited).

Natural Justice – acting fairly, in good faith, without bias, and allowing each party the opportunity to adequately state their case.

Service User – any person who is about to receive, is receiving or has received assistance from an IFYS program or business unit. Individual programs may have their own terminology for describing a Service User (e.g. Carer, child, young person, Service User, consumer, client, tenant, participant etc.).

POLICY

Individuals who access services or are Employees of IFYS may raise concerns or complaints, request an appeal and/or provide feedback to IFYS, and the matter will be addressed in a timely manner without fear of retribution, recrimination, or victimisation.

PRINCIPLES

- All relevant individuals have access to information regarding their rights and responsibilities at the earliest stage of their involvement with IFYS.
- All complaints will be treated seriously and addressed expediently.
- No Service User is unreasonably refused access to services on account of past complaints or grievances.

- Any individual who believes they are being treated unfairly or without dignity will be encouraged to follow the relevant Complaints or Complaints Management Procedure to have the issue addressed.
- Complaints Procedures will be compatible with human rights and expressly refer to human rights obligations. Without limitation, IFYS will endeavour to respond flexibly to the individual circumstances of the complainant and to provide help for individuals who need support to make a complaint (e.g. by providing an interpreter or directing the complainant to the appropriate form).
- Complainants will be given the option of remaining anonymous during any informal process.
- Complainants will be advised of their right to have a support person and/or advocate of their choice present during any process which requires attendance or appearance.
- Information will be presented to the complainant in a way that is more easily understood by them such as (but not limited to) written, pictorial or audio form.
- All discussions, mediation or resolutions relating to a complaint will be conducted in a private and confidential manner.
- All written information pertaining to a complaint and its resolution process will be dealt with in accordance with the IFYS Privacy Policy.
- The principles of Natural Justice will apply to and guide the complaints and appeals process.
- Any individual who is not satisfied with the outcome of the complaints and appeals process may appeal to the appropriate senior IFYS personnel, and may also be directed to external bodies such as (without limitation):
 - [Department of Child Safety, Seniors and Disability Services \(QLD\)](#)
 - [Department of Housing \(QLD\)](#)
 - [Department of Justice and Attorney-General \(QLD\)](#)
 - [Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts \(QLD\)](#)
 - [Department of Youth Justice, Employment, Small Business and Training \(QLD\)](#)
 - [Department of Social Services \(C'wth\)](#)
 - [NDIS Quality and Safeguards Commission \(NDIS Commission\)](#)
 - [Office of the Public Guardian](#)
 - [Queensland Family & Child Commission](#)
 - [Queensland Human Rights Commission](#)
 - [Queensland Ombudsman](#)
- Feedback from Service Users, Carers or Employees will be utilised to assist the continuous improvement of service delivery.

REFERENCES

1. [Confidentiality and Privacy Internal](#): IFYS Policy
2. [Privacy External](#): IFYS Policy
3. [Complaints Management](#): IFYS Procedure
4. [Employee Complaints](#): IFYS Procedure

