
Complaints and Feedback Policy

The Good Shepherd Child Contact Services

At The Good Shepherd Child Contact Services, we welcome feedback from families, professionals, and community members.

We view complaints and feedback as valuable opportunities to improve the quality, safety, and effectiveness of our service.

This policy ensures that all concerns are managed promptly, respectfully, and fairly.

1. Purpose

The purpose of this policy is to:

- Provide a clear and transparent process for managing complaints and feedback.
- Ensure all parties feel safe and supported when raising concerns.
- Promote accountability, fairness, and continuous improvement within our organisation.

2. Our Commitment

We are committed to:

- Treating all complaints seriously and with respect.
- Responding promptly and transparently.
- Protecting confidentiality wherever possible.
- Ensuring no person is disadvantaged or treated unfairly for raising a concern.
- Learning from feedback to strengthen our service delivery and policies.

3. Who Can Make a Complaint

Anyone who has contact with our service can make a complaint, including:

- Parents or carers
- Children (with appropriate support)
- Referring professionals or agencies
- Members of the public

4. How to Make a Complaint

Complaints can be made:

- In writing via email: [insert contact email]
- Over the phone: [insert phone number]
- Through our online or in-person Feedback Form

Anonymous complaints will also be accepted and reviewed where enough information is provided.

5. How We Handle Complaints

1. Acknowledgement – All complaints will be acknowledged within 5 business days.
2. Review – The issue will be investigated by a senior staff member who was not directly involved.
3. Resolution – We aim to provide a written or verbal response within 21 days where possible.
4. Follow-up – If further action or review is required, this will be communicated to all relevant parties.

If a complaint involves a serious allegation (such as a child safety issue), it will be managed in accordance with our Child Safety and Mandatory Reporting Policies and, if necessary, referred to the relevant authorities.

6. Confidentiality

All complaints and feedback are handled in strict confidence. Information is only shared with those directly involved in addressing the issue, or as required by law.

7. Appeals

If a complainant is not satisfied with the outcome, they may request a review by the Service Director or escalate their complaint to an external body such as:

- The Office of the Australian Information Commissioner (OAIC) (for privacy matters), or
- The Australian Children's Contact Services Association (ACCSA) (for practice concerns).

8. Feedback

We also welcome positive feedback and suggestions for improvement at any time. Feedback can be shared verbally during visits, by email, or via our online contact form.

9. Review

This policy is reviewed annually to ensure compliance with best practice, legislative requirements, and the Attorney-General's Guiding Principles Framework for Good Practice (2014).
