

Angels Children's Contact Centre

Compliments, Suggestions, Concerns and Complaints Policy

Angels Children's Contact Centre welcomes feedback in the form of compliments, suggestions, concerns and complaints.

Angels CCC believes that each of these forms of feedback enables us to improve and extend the services we offer and how we offer them. Angles CCC knows that all feedback is a catalyst for improvement by members and the administration. Feedback considered seriously and integrated into practice resorts in the delivery of high-quality, professional dispute resolution, education and advice.

In response to feedback (compliments, suggestions and concerns) Angels CCC commits:

to listen with care

to ask questions with respect

to respond politely

to respond within the timeframe advised

to keep appropriate records

In response to complaints, Angels CCC commits:

to address each complaint even-handedly

to follow the principles of natural justice

to maintain confidentiality, within the scope of the law, regarding

- the identity of the people involved
- the content of the complaint
- the process of complaint resolution
- to keep those involved informed, in general terms, of the progress of the process of addressing the complaint

to apply a clear internal procedure

to reflect upon and learn from complaints

to put into practice learnings from complaints

If you have a compliment, suggestion, concern and/ or complaint, Angels CCC would like to hear from you. We address matters raised within six months of your experience. We make a record of matters that occurred over two years ago.

Please give us your compliments, suggestions, concerns or complaints by telephone, in person or in writing by email or letter. If you talk to us first about it, sometimes we will ask for more information in writing.

We will respond to you courteously and promptly. The complexity of the issues you raise will contribute to determining the timeline of Angels CCC inquiry.

Compliments, Suggestions and Concerns

When you give us a compliment, we will:

- pass it on to the real person/people
- consider how to maintain the circumstances
- consider how to improve other areas of our services in line with your compliment

When you give us a suggestion, we will:

- pass it to the relevant person(s)
- consider the benefits of your suggestion and whether it is possible and appropriate for us to implement it.

When you tell us about a concern, we will:

- Determine whether you wish your concern to be dealt with as a complaint in which case we will follow the complaint process below.
- If not, we will determine whether you wish your concern to be passed on to the relevant person and consider how to address your concern.

Complaints

About an Angels CCC process or staff member

If you make a complaint about a Angels CCC service, we will request the details and pass the complaint to the relevant person(s). After referring to any relevant emails or other documents, we will provide a response which could include an explanation, an apology and/or an action to improve the situation or fix it.

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Our process

Our process is one that follows the principles of natural justice. To meet this requirement our staff member must have the opportunity, in the first instance, to respond to a complaint directly to the person making the complaint. Once this has occurred and if the response does not resolve the complaint then it can be dealt with via our internal complaint process.

If you have a complaint against one of our staff members, please refer it to the staff member first. If you do not wish to do so we can forward it on your behalf and ask the staff member to respond to you and provide us with a copy.

Our staff member complaints process is a confidential one. This means anything discussed or agreed to during the process remains confidential and cannot be used in any other forum,

disseminated to other people or placed on any form of social media. You will be asked to agree to the confidentiality of the process.

The process is a transparent one. This means anything you provide us will be shared with the dispute resolution practitioner or children contact visit supervisor who is subject of the complaint and anything provided by the Dispute Resolution Practitioner or children contact visit supervisor will be shared with you. In some circumstances information may not be shared, either upon request by one of the parties and the agreement of the Management. If this happens reasons for non-sharing will be provided.

If your complaint is about a mediator, it is important to note anything that has taken place during a mediation cannot be discussed or reviewed as mediation is a confidential process. Confidentiality of the mediation process would have been explained to you before the undertaking of the mediation. If you were not advised of this, please let the Management know.

The other important matter is that the Management will need to know the outcome or resolution you are seeking. You will be asked to provide this information.

Once information from yourself and the Dispute Resolution Practitioner or children's contact visit supervisor are provided in this matter all the information will be examined and provide a response and outcome.

Outcomes

The outcome of your complaint can vary and may include:

- A notification to the Dispute Resolution Practitioner only or Children Contact Supervisor
- No further action - with an explanation as to why
- Guidance of referring your complaint elsewhere if a different forum is more suitable
- An apology from the Dispute Resolution Practitioner or Children Contact Supervisor
- An undertaking by the mediator to change parts of his/her process
- Training or professional counselling for the mediator or Children Contact Supervisor
- We will maintain regular contact with you and with the Dispute Resolution Practitioner or Children Contact Supervisor to keep you each informed of progress, to provide any reasonable assistance and, as far as possible, to make sure that you are satisfied with the steps that have been taken.

We will apply a clear internal procedure so that all complaints are addressed in a fair, consistent and timely manner.

Timing

Our process aims to deal with complaints as efficiently as possible. On average this can take between six and eight weeks.

How to contact Angels CCC

All complaints are be in writing and emailed to:

admin@angelschildcontactservices.com

For FDR complaints – they can be made to Angels CCC or to the Resolution Institute ph:1800 651 600 or email: infoaus@resolution.institute.