

Policy – our commitment

Carers NT will foster an open environment so that complaints and feedback can be brought by a member of public seeking or using a Carers NT service.

Carers NT will deal with each complaint fairly, promptly and ensure that disclosure does not affect continued support or obligations to the client / participant.

Carers NT will look at feedback and the outcomes of complaints to inform improvements and ensure on-going quality practice.



Procedure – we will

1. Give a copy of the Clients Charter to each client receiving a service and explain the complaints process that is also outlined on the [Carers NT website](#).
2. Clients are encouraged to raise their complaint with the staff member concerned in the first instance.
3. The client/ participant can contact Carers NT Darwin office on 08 8944 4888 and talk directly to an Executive Team member.
4. The client/ participant can send a confidential email to feedback@carersnt.asn.au or write to Attention: Complaints Officer, PO Box 40135 Casuarina NT 0811.
5. Carers NT welcome the client/ participant to give feedback on via our [feedback form](#) on the website.
6. A response acknowledging the complaint will be sent immediately by a member of the Executive Team, for example see text box below:

"I am writing to let you know that we have received your complaint [insert date]. We are currently investigating the circumstances and you will hear from us again within 14 days [insert date]. Thank you for letting us know of your concern, and for your patience while we explore this matter. Please see a copy of our complaints process attached and get in touch [insert contact details] if you have any concerns raised as a direct result of this communication."

7. A member of the Executive Team will finalise the investigation and report back to the complainant or their support person within 14 days.
8. Person/s affected by the complaint will be fully informed of all the facts and given the opportunity to present their case (unless extenuating circumstances apply).
9. The complainant may use an advocate of their choice to negotiate on their behalf.
10. Keep knowledge of the complaint and any details of the complainant confidential, except by the staff directly concerned.
11. Keep the complainant free from reprisals.

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12. Where possible, aim to involve the complainant in decisions related to resolving the complaint.
13. Gain client/ participants permission prior for information be given to other parties whose involvement may be desirable or necessary to satisfactorily resolve the complaint.
14. Carers NT is not responsible for travel or any expenses incurred either by the complainant or the respondents relating to any stage of the complaint.

15. Complaints Register

Record on the Complaints Register within 24 hours of the complaint being received and on-going maintenance of a Complaints Register with:



- Details of the parties to the complaint;
 - Any subcontractor or broker involved;
 - Name of Leadership Team staff member handling;
 - The date the complaint was made;
 - The nature of the complaint;
 - If the complaint was referred by any government agency;
 - Details of contact with the complainant;
 - Action taken, including dates and details;
 - The outcome of an action taken;
 - The date of finalisation or resolution of the complaint;
 - Any follow-up action required and
 - Any changes to policies, or procedures, or other action to be taken, resulting from the complaint.
16. All documentary records of complaint will be kept for 7 years from the finalisation of the complaint.

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Checklist	Tick
'Complaints' are defined	<input checked="" type="checkbox"/>
There is a clear, easy to understand procedure for how to make a complaint	<input type="checkbox"/>
Complaints can be registered and handled in ways that are comfortable and appropriate for a client	<input type="checkbox"/>
There is a system for recording and monitoring complaints	<input type="checkbox"/>
Roles and responsibilities for dealing with complaints are clear	<input type="checkbox"/>
There are guidelines to help staff resolve matters as informally as possible	<input type="checkbox"/>
There are set time limits for dealing with complaints	<input type="checkbox"/>
The client is kept informed of progress at each stage and informed of the outcome in writing	<input type="checkbox"/>
Clients are informed about the complaints process and made aware that: <ul style="list-style-type: none"> • Their feedback is valued. • Their concerns will be dealt with promptly, simply and confidentially. • They will not be penalised for making a complaint. • They can use an advocate. • There are independent avenues if they are not satisfied by the internal process. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Revision history				
Version	Date	Revised by	Changes	Review date
1.	08/07/2020	Board	No changes. Reviewed, approved	08/07/2021
1.1	19/01/2021	Document Control Officer	Moved to Q drive	08/07/2021
1.2	10/08/2021	Document Control Officer	Reviewed, new revision date set	10/08/2022