

# COMPLAINTS POLICY

Policy number	012014	Version	1
Drafted by	Danny Blay	Approved by Board on	7/11/2014
Responsible person	Board Chairperson	Scheduled review date	6/11/2015

## INTRODUCTION

Tzedek Inc. is committed to providing an efficient and effective complaints handling service to clients, their advocates, service providers and the community.

We value feedback from those who deal with us because it helps us to improve our services by revealing areas where we need to change our policies and practices.

Tzedek Inc. is committed to ensuring that any complaints we receive are handled in a way that is responsive, fair and courteous and that respects the privacy of the person making the complaint. We also undertake to make sure that we provide reasons for any decisions we make in relation to complaints we receive.

## WHAT COMPLAINTS ARE COVERED BY THIS POLICY?

This policy applies to complaints that relate to Tzedek Inc. and its services. These include, for example, complaints about:

- the manner in which a service has been provided
- disagreement with decisions made by Tzedek Inc.
- a failure to provide a service, or lack of responsiveness to a request for service
- the actions of our employees, volunteers Board of Advisors and Board Members – unfair or poor treatment of a person
- difficulties with getting access to our services, such as physical access to an office, or a failure to provide assistance with communication difficulties
- complaints about our handling of people’s personal and health information
- complaints relating to services that we fund or license
- conflict of interest between an employee’s official duties and their private interest
- the complaints handling process itself.

We are not able to resolve complaints about decisions made by courts or tribunals. In these cases we may still be able to provide you with information to assist you, including suggesting other avenues for you to make your complaint.

If your complaint relates to a current court matter, you should discuss your concerns with your legal representatives or the presiding magistrate. We cannot give legal advice.

## HOW DO I MAKE A COMPLAINT?

### Step 1

Wherever possible, complaints are best resolved informally by the people involved. You should talk or write to the person responsible for the decision or conduct about which you are complaining, or to their immediate supervisor.

If you are not sure who to contact, ask to speak to the CEO.

### Step 2

If you are not satisfied with the response, you should try to discuss the matter again with the CEO.

The Tzedek representative will listen to your complaint and is often able to resolve the issue promptly on the phone. If not, they will refer it to the right person. They will let you know what they are going to do with your complaint and the timeframes for getting back to you. We will respond in writing within 14 days of receiving your complaint.

**Phone:**

1300 TZEDEK (1300 893 335)

**Mail:**

Tzedek Inc.  
PO Box 2367  
Caulfield Junction VIC 3161  
Australia

**Online** – <http://www.tzedek.org.au/contact-us.html>

If you are not satisfied with the response from the CEO, or if your complaint pertains to the service provided by the CEO, you should contact the Chairperson of the Tzedek Inc. Board of Directors – [chair@tzedek.org.au](mailto:chair@tzedek.org.au), or write to the Chairperson (marked 'Private and Confidential') at the address above.

### Step 3

We will do the best we can to resolve your complaint. If you are still not happy with the process or result of your complaint, you have the right to take your complaint to another body for external review, such as the Department of Social Services. You will need to ask whether they can deal with your matter and if not, which agency can help.

## WHAT IS EXPECTED OF ME?

When you make a complaint you are responsible for:

- giving us a clear idea of the problem and the solution you want
- giving us all the relevant information that you have, at the beginning

- letting us know whether anyone else is currently dealing with your complaint
- telling us new facts or letting us know if you no longer wish to complain
- cooperating with us
- treating our staff with respect.

## **WHAT IS TZEDEK INC. RESPONSIBLE FOR?**

We are responsible for:

- handling your complaint professionally, efficiently and fairly
- keeping you informed of our progress
- giving you reasons for our decisions
- treating you with courtesy and respect
- giving you reasonable assistance to make your complaint, for instance providing access to an interpreter service.

## **CONFIDENTIALITY AND PRIVACY**

Tzedek Inc. is committed to handling complaints in a way that respects people's privacy and the confidentiality of the matter. The only people who will have access to information about your complaint are those who are working on resolving it.

If you have any concerns about the confidentiality of your complaint, tell the person who is handling it.

## **AUTHORISATION**

[Signature of CEO]

[Name of CEO]

[Date]