

Complaints, Feedback and Appeals Policy Statement

Complaints, Feedback and Appeals

Information for Associated Providers

Churches of Christ in Queensland (COFC) values complaints, feedback and appeals as an important way to improve care, services and outcomes for individuals.

This statement explains how complaints, feedback and appeals are managed by COFC and what is expected of Associated Providers who deliver services on behalf of, or in partnership with, COFC.

Our Commitment

COFC is committed to creating a positive, safe and accessible complaints culture where people feel confident to speak up.

Complaints, feedback and appeals are managed in a way that is:

- Respectful, fair and transparent
- Culturally safe and accessible
- Timely and proportionate to the issue raised
- Focused on safety, learning and continuous improvement

No one will be disadvantaged, treated unfairly or experience reprisal for raising a concern or making a complaint.

Who Can Raise a Complaint or Provide Feedback?

Complaints, feedback or appeals can be raised by:

- Individuals receiving care or services
- Family members, carers and representatives
- Advocates or supporters
- Members of the community

Complaints can be made directly, through a representative, or anonymously where enough information is provided to allow review or investigation.

What Can Be Raised?

People can raise:

- Complaints – when they are dissatisfied with care, services, staff or decisions
- Feedback – including suggestions, compliments or concerns
- Appeals – requests to review or reconsider a decision

COFC treats all complaints and feedback seriously and uses them to strengthen care quality and safety.

How Complaints Are Managed

COFC's complaints process ensures that concerns are:

- Acknowledged promptly
- Assessed based on urgency, seriousness and risk
- Investigated fairly and objectively
- Managed with confidentiality and privacy
- Communicated back to the complainant in a way they can understand

Where a complaint identifies a risk to safety or systemic issues, appropriate action is taken and improvements are implemented.

Safety, Support and Advocacy

COFC is committed to ensuring people feel safe and supported when raising concerns.

Individuals:

- Are listened to and treated with respect
- May be supported by an advocate or representative
- Can raise complaints without fear of negative consequences

This aligns with the Statement of Rights under the Aged Care Act 2024, which protects a person's right to raise concerns and seek resolution.

Reviews and Appeals

Where a person is not satisfied with how a complaint has been handled or a decision has been made:

- They can request an internal review
- Reviews are conducted by someone not involved in the original decision
- People can also seek external review or lodge a complaint with an independent body, such as: The Aged Care Quality and Safety Commission
- Other relevant regulators or oversight bodies, depending on the issue

COFC supports individuals to access external complaint pathways where appropriate.

Role of COFC and Associated Providers

Managing complaints is a shared responsibility.

COFC provides governance oversight, policies, systems and reporting to ensure complaints, feedback and appeals are managed consistently and lawfully.

Associated Providers must:

- Support individuals to raise concerns
- Manage complaints in line with COFC requirements and service agreements
- Escalate complaints to COFC where required
- Cooperate with investigations, reviews and improvement actions

Together, COFC and Associated Providers ensure concerns are addressed fairly and used to improve care and services.

Privacy and Confidentiality

All complaints, feedback and appeals are handled sensitively and in accordance with COFC's Privacy Policy. Information is shared only with those involved in resolving the issue or as required by law.