

COMPLAINTS POLICY

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Purpose

The purpose of this policy is to support the management of all complaints in a way that is fair, transparent, and responsive to the needs of service users. It aims to provide clear responsibilities and pathways for handling complaints, so that all individuals are treated with dignity and respect, and their concerns are addressed promptly and equitably.

Policy Statement

Wintringham recognises that complaints and grievances are opportunities to improve the quality, safety and responsiveness of our services. We are committed to addressing all complaints in a fair, timely and transparent manner and to using the insights gained to drive continuous improvement across the organisation.

All individuals have the right to raise concerns and have them resolved through a process that is accessible, inclusive, and culturally safe. Wintringham supports a person-centred approach to complaint resolution, where complainants are treated with dignity and respect, and are supported to participate fully in the process.

Staff are expected to communicate respectfully and responsively at all times. Should a complainant's conduct pose risks to health, safety, or equity, Wintringham will implement measured and respectful actions to address the situation, while ensuring continued access to the complaints process.

Information collected during the complaints process will be used to resolve the issue and improve service delivery. All personal and sensitive information will be handled confidentially and in accordance with Wintringham's [Privacy Policy](#) (L_M 3.15).

Where appropriate, Wintringham may share information to promote safety and wellbeing. This includes circumstances involving family violence or child safety, in line with relevant information sharing obligations. Refer to the [Family Violence Information Sharing Guidelines](#) (L_M 3.18B).

Commitment

Wintringham is committed to:

- providing clear information about how to lodge a complaint or apply for an internal review
- supporting escalation of a complaint to the relevant external complaint body
- providing support to the complainant in order to make a complaint or appeal to ensure the process is accessible
- making referrals to appropriate advocacy and legal services to assist complainants
- responding to the complaint and/or appeal promptly, fairly and transparently
- respecting the complainant's privacy and confidentiality when making a complaint or applying for an internal review
- treating the complainant in a way that is objective, respectful, and fair
- ensuring a fair and objective internal review is conducted
- not taking any adverse action against the complainant in direct response to making a complaint or lodgement of an appeal

- using the outcome of complaints and appeals to improve service delivery through the process of continuous improvement.

Scope

This policy applies to all Wintringham service users, including Wintringham Housing renters, their representatives, advocates, and other stakeholders. It also includes contractors and agencies used by Wintringham.

This policy does not apply to Wintringham employees. Refer to [Conflict and Complaint Management](#) (L_M 20) for complaints process.

Wintringham recognises that where complaints and/or feedback fall outside the scope of this policy, the 'no wrong door' principle applies:

- Any staff member who receives a complaint or feedback, regardless of whether it falls under their area or this policy, is responsible for directing the concern to the correct pathway or person.
- Service users will not be turned away or told to start over; staff will help guide them to the appropriate process or team.
- Concerns are addressed promptly and appropriately, even if the initial contact point is not the final responsible area.

The receiver of the feedback form is responsible for assessing whether the content is a complaint or a suggestion for improvement and should seek clarification if needed.

This policy does not cover Whistleblower complaints. For concerns relating to protected disclosures, suspected misconduct, fraud, or other matters covered by whistleblower protections, please refer to Wintringham's [Whistleblower Policy](#) (L_M 5.18).

Definitions

Authorised Person	Includes Program/Site Managers, EMT members, People and Culture Business Partners, People and Culture Manager.
Complaint	An expression of dissatisfaction made to or about an organisation or individual. It is often related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.
Complainant	The individual or organisation that makes a complaint
Conflict	The matter that may give rise to a dispute, complaint or grievance.
Dispute	differences that are manifested in emotional tension, relational separation and combative behaviour. Often a result of poor communication, misunderstanding or discourtesy.
Grievance	A cause of distress felt to afford reason for complaint or resistance.

Persistent Complaint	A complaint that is the same as or substantively indistinguishable from one that has already been submitted by the complainant, which has been formally responded to through the authorised procedure.
Review / Appeal of a complaint outcome	A request by a complainant for review of a complaint outcome or decision.
Service User	Includes client, residents, participants, consumers, care recipients, renters.
Vexatious Complaint	A complaint made in order to pursue aims, or satisfy needs, unrelated to the actual issues raised in the complaint.
VHR	The state-wide common application for people seeking social housing in Victoria.

Responsibilities

Complainant	Responsible for providing an accurate and honest account of the complaint, and for participating in the complaints process in good faith. Complainants are encouraged to identify any communication, cultural, or support needs to ensure the process is inclusive and accessible.
Wintringham staff	Responsible for working towards a resolution with the complainant, without further agitating the complaint and offering all possible avenues of support to address the complaint, as well as escalating complaints to Managers. Responsible for supporting complainants to access advocacy or support services where needed, and for ensuring that the process is culturally safe and trauma-informed.
Manager / Authorised Person	May act as an arbiter to disputes, grievances or complaints. Responsible for providing a response to the complainant, whilst also providing options to resolve matters. Responsible for ensuring that the complaint is managed in a timely, fair and transparent manner, and that the complainant is kept informed throughout the process.
Executive Management Team (EMT)	Responsible for providing guidance and strategies to support complex complaints, as well as inform the Board, as part of a risk management approach.
Complaint Investigator	Responsible for acting impartially and reviewing the complaint objectively during the investigation. They can be a Manager or Authorised Person.

	Must apply the principles of procedural fairness and natural justice and ensure that all parties are supported appropriately during the investigation.
Complaints Officer	Responsible for monitoring the @feedback email inbox, to ensure all complaints and feedback are forwarded to the relevant program area to address in a timely manner. Responsible for ensuring that complaints are acknowledged promptly, tracked through to resolution and for maintaining confidentiality and data integrity.

Procedure

1. How to Make a Complaint

- 1.1 All services users will be provided with a [Feedback Form](#) (L_M Fm 2.16a) at their induction into a Wintringham program.

Additionally, Feedback Forms are available at every Wintringham service location and office.

Program Managers or their delegates are responsible for making sure copies of Feedback Forms are current and replenished as needed.

- 1.2 Complaints can be made by completing a [Feedback Form](#) (L_M Fm 2.16a), ticking 'Complaint' and submitting it via:

Phone: 03 9376 1122 – Head Office
Email: feedback@wintringham.org.au
Post or in Person: c/o – Complaints Officer
 136 Mt Alexander Road
 Flemington 3031

Feedback Forms can also be found on Wintringham's website:
www.wintringham.org.au

- 1.3 Feedback Forms can be completed by service users/renters or their chosen representative, and given directly to any staff member, who will ensure they are forwarded to the relevant Manager.

A complaint can be completed on behalf of a service user/renter at their request (i.e. the person does not need to write down the complaint themselves but can make it verbally). The complaint will be documented on a Feedback Form by the staff member/support person receiving the complaint.

- 1.4 Residential Aged Care homes have a secure complaints box on site, where people can leave a Feedback Form confidentially. The box is checked regularly, so that complaints can be dealt with promptly.

- 1.5 If a complainant has specific communication needs or barriers, they can communicate this to Wintringham, so assistance can be provided by:
- using an assistance service, such as an interpreter or TTY

- assistance with reading or writing
- communicating with another person acting on the complainant's behalf
- accessing culturally appropriate support or advocacy
- receiving support in a trauma-informed manner that recognises the potential impact of past trauma on how individuals engage with the complaints process

Staff will take a respectful, empathetic, and non-judgemental approach to ensure the process is safe and inclusive for all complainants.

Refer to [Interpreters and Translators Reference List](#) (L_M Fm 3.2b)

- 1.6 At times, Wintringham may lodge a complaint about an external party, provider or service. The complaint will be recorded on Riskware and actioned appropriately.

Refer to [Contractor Performance Guidelines](#) (L_M 3.31)

2. Managing a Complaint

- 2.1 All complaints will be referred to the relevant Manager as soon as is practicable after they become known. A Manager may delegate the response if they are unable to do so promptly.
- 2.2 The Manager (or delegate) will establish the nature of the complaint and the complainant's desired outcome. The complainant's preferences, communication needs, and any support requirements should be taken into account when planning next steps.
- 2.3 Service users should be consulted during the complaint resolution process, and their feedback considered to help achieve desired outcomes and prevent similar issues from recurring.
- 2.4 If the Manager is unable to investigate the complaint or requires additional support, the matter will be referred to the relevant Executive Management Team (EMT) member.

Common reasons for upward referral include:

- The complaint involves the Manager directly
- The Manager is unable to remain objective
- The issue spans multiple program areas
- The matter may impact Wintringham's reputation
- Open disclosure is required
- A conflict of interest is present or perceived
- The Manager lacks the confidence or authority to resolve the matter
- The complaint involves referral to an external body for resolve
- The complaint requires initiation of an investigation

- 2.4.1 The complainant will be kept informed of the progress of their complaint, including any delays, referrals, or changes in the process.
- 2.5 The relevant EMT member may appoint a Complaint Investigator for any upward referrals.

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- 2.6 If the complainant is not satisfied with the outcome the matter, the complainant can request an appeal. The matter will be reviewed by the relevant EMT member.
 - 2.7 Complainants may involve a support person or advocate at any stage. Staff will offer information about available advocacy services.
 - 2.7.1 Where a complainant may be at risk of harm, coercion, or undue influence, staff will take appropriate safeguarding actions and consult with internal supports.
 - 2.7.2 Staff will adopt a culturally safe and trauma-informed approach when managing complaints, particularly when working with individuals from diverse backgrounds or with lived experience of trauma.
 - 2.8 The Chief Executive Officer (CEO) and Board will be advised of all complaints referred to external bodies for resolution through such methods as Clinical Governance Risk reporting and Board sub-committee agenda.

3. The Complaints Investigator (Internal)

- 3.1 The Complaint Investigator will be responsible for assessing the complaint and identifying any action required to eliminate a reoccurrence.
- 3.2 The Complaint Investigator will initially acknowledge a complaint and where possible provide feedback.
- 3.3 During an investigation process, all parties should be supported whilst the investigator works to gather all relevant information and to determine the facts.

The principles of natural justice and procedural fairness apply to this process and any subsequent disciplinary process that may commence as a result of the findings of an investigation.

The investigator will take into account any communication, cultural, or support needs of the parties involved.

- 3.4 To support a fair and unbiased investigation process, the following roles are allocated separately:
 - 3.4.1 **Decision Maker** – Responsible for initiating the investigation and making a final determination Based on the findings. This role is typically held by a member of the Executive Management Team (EMT)member.
 - 3.4.2 **Investigator** – Responsible for conducting the investigation, gathering relevant information, and preparing a report of findings for the Decision Maker. The Investigator must remain impartial and objective throughout the process.
 - 3.4.3 **Support Person** – Complainants will be offered access to an advocate or may nominate their own support person. Staff involved in the investigation will be offered internal support or union representation, as appropriate.

4. Timelines

- 4.1 All complaints must be documented in Riskware and investigations must commence within two (2) working days of the complaint being identified, to support prompt action and consistent handling.
- 4.2 Complainants will be contacted within seven (7) days to discuss the complaint. If the matter cannot be resolved within this timeframe, the complainant will be updated on progress and advised of the next steps.
- 4.3 All complaints received via feedback@wintringham.org.au will receive an automated acknowledgement.

The Complaints Officer will forward the complaint to the relevant Manager and copy the relevant EMT member.

The Manager is responsible for following up and progressing the complaint.

4.4 Wintringham Housing

If a renter of Wintringham Housing in Victoria has lodged a complaint and it has not been resolved, they can make a complaint to the Victorian Housing Registrar: <https://www.vic.gov.au/making-complaint-about-community-housing>

Contact details should be provided, and this information is also listed in the housing site's Information Booklets, which are provided to every resident.

5. Documentation

- 5.1 All complaints, investigations and any written resolutions must be documented on Riskware.
- 5.2 All Feedback Forms submitted by service users are entered into Riskware. The Quality team completes a quarterly trends analysis and shares findings with each program area.

Wintringham Housing

Feedback Forms are recorded in Riskware as they are received and provided to the Housing Registrar annually. The Quality team completes a quarterly trends analysis and shares findings with each program area.

- 5.3 Complaints involving service users will be recorded in case or progress notes within the relevant client management system.

Open disclosure processes will be employed where appropriate.

Refer to [Documentation and Accountability Policy](#) (L_M 5.3)

Refer to [Open Communication](#) (L_M 23)

Refer to [Open Disclosure Policy](#) (L_M 3.12)

- 5.4 All complaints and appeals are treated as confidential. Identifying information is not shared without permission.

Wintringham will record:

- name and contact details
- any communication, cultural or assistance needs

- complaint or appeal details
- desired outcome

All documentation is stored securely in a confidential file.

6. Persistent Complaints

- 6.1 Where a complainant raises the same conflict regularly without apparent reference to the previous resolution, Managers are encouraged to discuss the issues of concern at case conference, where solutions to the concerns raised can be discussed.

Case conference may recommend the use of a [Cumulative Complaint Feedback Form](#) (L_M Fm 3.20b), which should be used to record consecutive feedback about the same issue.

This form should be linked to an initial Feedback Form logged on RiskWare

- 6.2 After all reasonable measures have been taken to try to resolve the complaints (i.e. through negotiation, mediation, conciliation or arbitration), and it is identified that the complaint is potentially persistent or vexatious, Managers should apply judgement and discretion to implement the options outlined in 6.5, with the authorisation of the relevant Executive Management Team (EMT) member.

- 6.3 A complainant may be deemed to be persistent or vexatious if their behaviour meets of the following criteria, based on current or previous interactions

- 6.3.1 Persistent in pursuing a complaint where the complaints procedure has been fully investigated and properly implemented and exhausted.

- 6.3.2 Change the substance of a complaint or seek to prolong contact by continually raising further concerns or questions upon receipt of a response whilst the complaint is being addressed.

NB. Care must be taken not to discard new issues that are significantly different from the original complaint, as these might need to be addressed as a separate complaint.

- 6.3.3 Unwilling to accept documented evidence of matters factual or correspondence specifically answering the complaint or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed.

- 6.3.4 Do not clearly identify the precise issues to be investigated, despite the reasonable efforts of staff and/or where the concerns identified are not within the remit of Wintringham to investigate.

- 6.3.5 Threatened or used actual physical violence towards staff at any time. This will in itself cause personal contact with the complainant to be discontinued. From here, the complaint will only be pursued through written communication. All such incidences should be documented on an Incident Report in Riskware.

Wintringham Housing

Provisions within the *Residential Tenancies Act 1997 (Vic)* or *Residential Tenancy Act 1997 (Tas)* may be enacted for Wintringham Housing renters.

- 6.3.6 Have had an excessive number of contacts with Wintringham, placing unreasonable demands on staff. Contact may be in person or by letter, email or fax.

NB. Discretion must be used in determining the precise number of “excessive contacts” applicable under this section using judgement, based on the specific circumstances of each individual case.

- 6.3.7 Have harassed, been personally abusive or verbally aggressive on more than one occasion towards staff dealing with their complaint.

Staff must recognise that complainants may sometimes act out of character at times of stress, anxiety, or distress and should make reasonable allowances for this. All incidents of harassment should be documented on an Incident Report.

- 6.3.8 Known to have recorded meetings or face-to-face/telephone/virtual conversations without the prior knowledge and consent of other parties involved.

- 6.3.9 Display unreasonable demands or expectations and fail to accept that these may be unreasonable (i.e. insist on responses to complaints or enquiries to be provided more urgently than is the reasonable or normal recognised practice).

- 6.3.10 Submits complaints in terms that are threatening, racist, sexist, profane, or employ violent or sexual imagery outside the context of the complaint.

- 6.4 Where complainants have been identified as persistent or vexatious in accordance with the criteria above, the Manager or Authorised Person will notify complainants in writing stating the reasons why they have been classified as a persistent or vexatious complainant, and the action to be taken.

This notification may be copied for the information of others involved. A record must be kept for future reference of the reasons why a complainant has been classified as persistent or vexatious.

6.5 Options to Address Persistent or Vexatious Complaints

The Manager or Authorised Person may decide to deal with complaints in one or more of the following ways:

- 6.5.1 Attempt to resolve matters before invoking any further actions, by drawing up a signed agreement with the complainant.

If other parties are involved, drawing up a two-way agreement, which sets out a code of behaviour for the parties involved.

If these terms are contravened, consideration would then be given to implementing other actions as indicated in this section.

6.5.2 Decline contact with the complainants either in person, by telephone, fax, letter, email, virtual meeting or any combination of these, provided that one form of contact is maintained.

6.5.3 Notify the complainant in writing that the Manager or Authorised Person has responded fully to the points raised, attempted to resolve the complaint, and that continuing contact on the matter will serve no useful purpose.

The complainant should also be notified that the correspondence is at an end and that further letters received will be acknowledged but not answered.

6.5.4 Inform the complainants that in extreme circumstances, Wintringham reserves the right to pass unreasonable or vexatious complaints to its solicitors.

6.5.5 Temporarily suspend all contact with the complainant or investigation of the complaint whilst seeking legal advice or guidance from the EMT or other relevant agencies.

6.6 Withdrawal of Persistent or Vexatious Status

6.6.1 A mechanism for withdrawing a complaint that has been determined as persistent or vexatious at a later date will be employed. (e.g. the complainant subsequently demonstrates a more reasonable approach, or if they submit a further complaint in which normal complaints procedures would appear appropriate).

6.6.2 Staff should have previously used discretion in recommending persistent or vexatious status on the outset, and discretion should similarly be used in recommending that this status be withdrawn when appropriate.

6.6.3 Where this is determined, discussion will be held with the Manager or Authorised Person. Subject to their approval, normal contact with the complainants and application of the complaint's procedure will then be resumed.

7. Complaints by Groups / Organised Campaigns

7.1 Complaints can be made by, or on behalf of a group of service users / renters, but not if this is a campaign which places an unreasonable burden on the complaints procedure.

7.2 When a complaint is received on behalf of a group of service users, the matter should be referred to the EMT, who will consult with Chief Executive Officer (CEO) and advise whether the complaint should be dealt with as a formal complaint or by other means.

7.3 If the same complaint is submitted by a number of individuals in circumstances which suggest that they are campaigning as an organised group, then advice should be sought from the EMT.

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- 7.4 In order for a group complaint to be dealt with under the formal complaints procedures, it is necessary that the group should appoint a single point of contact, to whom the response will be sent to and who will assume responsibility for distributing the response to the group.

If the group is unable to nominate such a person, then the group complaint will not be dealt with, until one has been appointed.

- 7.5 If the group is dissatisfied with the decision made, they have the right to refer the matter to the appropriate external complaints body.

8. Outcome of Complaint

- 8.1 Wintringham will contact the complainant to advise the outcome of the complaint and provide details of:

- actions taken in response to the complaint
- the reasons for the decision made
- where Wintringham has made an error, the steps that will be taken to redress the situation (open disclosure); and
- information on options for internal or external review if the complainant is not satisfied with the decision.

- 8.2 A complainant is entitled to a written or verbal response to their complaint and this can be written by or delivered by a Manager or their representative / delegate.

A complaint outcome will be made in writing with written reasons to the complainant.

- 8.3 Details of the complaint will be recorded in Riskware and closed.

Wintringham Housing

Details of the complaint will be recorded in Riskware and closed.

9. Request for Internal Review

- 9.1 The complainant can request that a decision or outcome of the complaint be reviewed by Wintringham where the complainant believes it to be incorrect.
- 9.2 The review will be conducted by a Complaint Investigator, who has not had any prior involvement with the complaint.
- 9.3 Wintringham will inform the complainant of the outcome of the internal review and provide reasons in writing within 14 calendar days of the request.
- 9.4 A complainant can request copies of documentation related to their complaint to assist with a review and obtaining advice about their options for review, escalation, or alternative resolution.

Wintringham must respond to a request for documentation related to the complaint with copies of documents or clear reasons why any documents have not been provided (e.g. documents belong to a third party, or documents that contain another person's private/sensitive information).

If there is uncertainty with what information can be provided, consult with the Privacy Officer.

Refer to [Privacy Policy](#) (L_M 3.15) and [Privacy Procedure](#) (L_M 3.15A)

10. Advocacy and External Complaint Bodies

10.1 Wintringham will provide information to service users/renters and other people making a complaint, about the complaints process, how to contact the regulators, relevant advocacy options and external agencies, detailed in one of the following:

- Home Support – Participant Handbook
- RAC – Welcome Booklet
- SRS – Welcome Booklet
- NDIS – Information Booklet
- Outreach Support – Client Handbook
- Wintringham Housing – Information Booklet

10.2 Refer to [Advocacy](#) (L_M 3.21) for a list of relevant advocacy bodies and external agencies that can support the complainant.

10.3 Funded programs will have an external complaint body that complaints can be escalated to, either by Wintringham or the complainant.

10.3.1 Commonwealth Funded Services

(RAC, Home Support, CHSP)

Aged Care Quality and Safety Commission

Ph: 1800 951 822

<https://www.agedcarequality.gov.au/making-complaint>

10.3.2 DFFH Funded Services

(HSO, Audrey Rainsford Supportive Housing)

Ph: 1300 884 706

Email: feedback@dffh.vic.gov.au

<https://www.dffh.vic.gov.au/making-complaint>

10.3.3 Social Services Regulator

(SRS, HSO, Audrey Rainsford Supportive Housing, Housing Support)

Ph: N / A

Email: enquiries@ssr.vic.gov.au

<https://www.vic.gov.au/get-help-or-raise-concern>

10.3.4 DOH Funded Services

(HSAP, OPOP, HACC – PYP)

Ph: N / A

Email: health.feedback@health.vic.gov.au

<https://www.health.vic.gov.au/feedback-and-complaints>

10.3.5 Supported Residential Services

(AMH – SRS)

Social Services Regulator (DFFH)

Email: hsregulator@dffh.vic.gov.au

<https://www.vic.gov.au/supported-residential-services>

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- 10.3.6 **Homes Tasmania**
Ombudsman Tasmania
Ph: 1800 001 170
- 10.3.7 **NDIS Quality and Safeguards Commission**
Ph: 1800 035 544
Email contactcentre@ndiscommission.gov.au
<https://www.ndis.gov.au/contact/feedback-and-complaints>
- 10.3.8 **Wintringham Housing** (VIC only)
Victorian Housing Registrar
Ph: 03 7005 8984
Email: housingregistrar@dtf.vic.gov.au
<https://www.vic.gov.au/contact-the-housing-registrar>
- 10.3.9 **Care Finder Program**
Primary Health Networks
Contact the relevant Primary Health Network (PHN) Contracts Manager: [PHN Locator](#)
- 10.3.10 **Health Information**
Health Complaints Commissioner
Ph: 1300 035 544
<https://hcc.vic.gov.au/make-complaint>
- 10.3.11 **Privacy Information**
Office of Australian Information Commissioner
Ph: 1300 363 992
<https://www.oaic.gov.au/privacy/privacy-complaints>
- 10.3.12 **Victorian Ombudsman**
Ph: 9613 6222
<https://www.ombudsman.vic.gov.au/complaints/make-complaint/>

11. Communication Materials

- 11.1 Service users will be provided with information on how to make complaint upon program commencement or residential admission.
- 11.2 Information on how to make a complaint will be communicated annually, thereafter. This can be completed via:
- Letter
 - Resident / client meetings or
 - During an assessment or review visit
- Provision of information will be documented.
- 11.3 Advocacy service information will be available to Wintringham service users / renters and/or their representatives and will be displayed in a prominent position in all Wintringham service locations and offices and on Wintringham's website.

Legislation & Standards

Aged Care Act 2024
 Aged Care Quality Standards 2025
 Housing Act 1983
 NDIS Act 2013
 Privacy Act 1988
 Privacy and Data Protection Act 2015
 Residential Tenancies Act 1997 (Vic)
 Residential Tenancy Act 1997 (Tas)
 Social Services (SRS) Regulations 2024 (Vic)
 Social Services Regulations Act 2021 (Vic)
 Social Services Standards 2024
 Supported Residential Services (Private Proprietors) Act 2010 (Vic)

External Resources

DHHS Victorian Housing Register Operational Guidelines

Related Documents

L_M 2.16	Feedback Policy
L_M 20	Conflict and Complaint Management
L_M 23	Open Communication
L_M 3.12	Open Disclosure Policy
L_M 3.14	Conflict of Interest Policy
L_M 3.15	Privacy Policy
L_M 3.15A	Privacy Procedure
L_M 3.18B	Family Violence Information Sharing Guidelines
L_M 3.2	Interpreters and Translators Policy
L_M 3.21	Advocacy
L_M 3.31	Contractor Performance Guidelines
L_M 5.18	Whistleblower Policy
L_M 5.3	Documentation and Accountability Policy
L_M FI 3.20a	Complaints Flowchart - Clients
L_M FI 3.20b	Complaints Flowchart - Wintringham Housing Residents
L_M FI 3.20c	Complaints Flowchart - Care Finder Clients
L_M Fm 2.16a	Feedback Form
L_M Fm 3.20b	Cumulative Complaint Feedback Form
L_M Fm 3.2b	Interpreters and Translators Reference List

Authorisation

This policy has been authorised by General Manager Quality Innovation and Communications - October / 2025.

Review Date

October / 2028