

BCYF Formal Complaints Process

Do you have a complaint?

Your comments and complaints are welcome by Barwon Child, Youth & Family (BCYF) as a means to improve the quality of services provided to you.

This handout explains your rights and the different steps you can take if you are unhappy with any aspect of our service and wish to make a complaint.

Is it confidential?

YES. Only the people directly involved in a complaint, or providing a response will have access to information about it. Everyone involved in resolving a complaint will be told about the importance of confidentiality.

Is it impartial?

YES. No one will make any assumptions until all relevant information has been collected and considered. Any person who is affected by the complaint has a right to know details of how the complaint affects them.

Am I protected against unfair treatment?

YES. We will make sure that any person involved in making a complaint is not disadvantaged as a result of making a complaint. Making a complaint will not affect your future dealings with BCYF if you require a service from us.

How will a complaint be investigated?

If a complaint is received then we will undertake a detailed investigation of the circumstances surrounding a complaint. This involves communicating with all the parties involved in the complaint. This may be by telephone, email or by meeting with you. Sometimes it can be helpful for the people involved in the complaint to meet together to try to find a resolution. In many cases complaints can be resolved by agreement between the people involved. This will not occur unless you are comfortable doing so. We aim to resolve your complaint wherever possible and find the best possible solution to the concerns you have raised.

How long will the process of making a complaint take?

For all complaints made to staff or their manager (informal complaints) we will try to resolve your concerns as quickly as possible. For all complaints to our complaints officer (formal complaints) we will acknowledge receipt of your complaint within 5 working days. Where possible, we aim to resolve all formal complaints to our complaints officer within 28 days. Where this is not possible, you will be updated on the progress of your complaint.

What if I need an interpreter or want a support person involved in the complaint?

Please let us know if you require an interpreter when making a complaint and we will ensure that one is made available to you. If you would like a support person involved when making a complaint you are encouraged to ask a trusted person within your network such as a friend, family member, neighbour or professional you are working with to be involved or alternatively you can contact an independent advocacy service to assist you. For a list of independent advocacy services please [click here](#).

What can I do if I am unhappy about the outcome of a complaint?

If you are not satisfied with the outcome of your complaint you are able to ask for this to be reviewed. If you wish to have a complaint made to a staff member/ manager reviewed please contact the Complaints Officer. If you would like a formal complaint reviewed this can be done by contacting the Chief Executive Officer (CEO) in writing within 14 days of receiving notification of the outcome of your complaint. Your letter should outline the circumstances surrounding the complaint and the reasons why you are not satisfied with the outcome of the complaint. Please contact the Complaints Officer or an external advocacy body if you require assistance in doing this. Following receipt of this letter you will receive written acknowledgment within 5 working days and a further letter advising of the outcome of the review within 4 weeks. You will be kept informed if there is likely to be any delay.