Handout 5: Information on Rights of Appeal and Avenues of Complaint

Complaints Policy

- CPCC welcomes information and feedback from clients as it enables the Centre to provide an improved service.

- Clients should be made aware of their right to complain and should fully understand the complaints procedure.

- Clients have a right to complain about the service that they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

- The Coordinator should take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.

- All complaints are to be recorded on the Complaints Record Form which is to be completed by the Coordinator.

- Person/s affected by the complaint should be fully informed of all the facts and given the opportunity to put their case.

Complaints Procedure

1. Clients are encouraged to raise their complaint with the worker concerned in the first case.

2. If the client is not satisfied with the outcome, or not happy to discuss the issues with the staff member concerned, they should contact the Coordinator or use an advocate to negotiate on their behalf.

3. If the issue is still not satisfactorily resolved, the client should raise the issue with a member of the Management Committee.

4. The client should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

Confidentiality of Complaints

As far as possible, the fact that a client has lodged a complaint and the details of that complaint, should be kept confidential amongst staff directly concerned with its resolution. The client's permission should be obtained prior to any information being given to other parties, which it may be desirable to involve in order to satisfactorily resolve the complaint.