



# Compliments, Comments and Complaints Policy

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YMCA Queensland		

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## 1. PURPOSE

It is our intention to maintain the high standard of customer service. However, we recognise that complaints may sometimes arise and to this end we have put in place a system which aims to ensure that any such complaints are dealt with in a consistent, fair and open manner.

We will endeavour to:

- Ensure that any customer or member of the public has the right to lodge a complaint
- Ensure that any complaint lodged will be assessed and investigated in a timely manner
- Provide the person making the complaint with the right for their privacy to be maintained, if requested
- If a complaint is made regarding a government or council owned facility which is managed by the YMCA, then the government department or council concerned will be notified of the complaint, in accordance with the relevant management agreement
- Improve our processes or procedures, where a complaint highlights any deficiencies in our systems

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

## 2. APPLICATION / SCOPE

The compliments, comments and complaints policy is applicable to all YMCA employees who may receive, manage, investigate and respond to feedback from customers and members of the public.

### 2.1 Exceptions

The following matters are outside of the scope of this policy and should be managed as follows:

- Safeguarding (child protection) concerns or risks of harm to children and young people should be dealt with in accordance with the YMCA's Safeguarding Children and Young People Policy. Copies of this policy are available on our website
- Employee complaints (grievances) related to their employment should be directed to their supervisor in accordance with the Staff Grievance Policy
- Member or employee violence or criminal matters should be directed to the relevant program Manager or Human Resources Manager, who will involve the Police as appropriate. If a person is in danger, please contact 000 immediately.

## 3. POLICY STATEMENT

Our staff work hard to provide an excellent customer experience. If you feel a staff member has exceeded this objective, we would love to hear from you.

As with complaints, you can do this in person with the staff member in question, or through one of the mediums outlined later in the complaints section of this policy.

### 3.1 Making a Complaint

We view effective resolution of complaints as a very important part of our commitment to ongoing customer care. We believe that the most effective and quickest way to resolve a complaint and achieve customer satisfaction is to deal with the issue at the point where the service was provided, and so we recommend that contact is made directly with our customer service staff.

The person receiving or managing your complaint will provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance, please contact the YMCA's Head Office on 3253 1700.

If you are uncomfortable with this, or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By completing a feedback form accessible via our website [www.ymcaqueensland.org.au/contact](http://www.ymcaqueensland.org.au/contact)
- By telephoning our Head Office on 3253 1700
- By writing to us at PO Box 669, Spring Hill QLD 4004
- By emailing us at [brisbane@ymcaqueensland.org.au](mailto:brisbane@ymcaqueensland.org.au)

If we receive your complaint verbally and consider it appropriate, we may ask you to put your complaint in writing. Regardless of the method used, each complaint will be taken seriously.

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

### 3.2 Responding to Complaints

In responding to complaints, our staff will:

- Listen intently so as to understand clearly the nature of the complaint
- Treat the complainant with empathy
- Glean from the complainant all necessary details to ensure that an appropriate course of action can be taken to identify the weakness or system failure so that it can be rectified
- Respect the right of the complainant to remain anonymous, should they wish to do so
- Remain impartial and non-judgemental when receiving a complaint and allow the process of investigation to take its proper course
- Maintain confidentiality where a complaint is of a sensitive nature, or the complainant has requested to remain anonymous.

### 3.3 Resolving Complaints

Our six point complaint process.

**1. We acknowledge:**

We will acknowledge receipt of your complaint within three (3) business days of receiving it.

**2. We review:**

We undertake an initial review of your complaint and determine what, if any, additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

**3. We investigate:**

Within ten (10) business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

**4. We respond:**

Following our investigation, we will notify you of our findings and any actions we may have taken, regarding your complaint.

**5. We act:**

Where appropriate we amend our business practices or policies. If a complaint is made regarding a government or Council owned facility which is managed by the YMCA, then the Government department or Council concerned will be notified of the complaint and the action taken by the YMCA to resolve it.

**6. We record:**

We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

### 3.4 Principles of Procedural Fairness

Complaints will be managed in accordance with the following principles of procedural fairness.

**a. Right to Be Heard**

- Individuals who are the subject of a complaint will be informed of the nature and content of the complaint.
- They will be provided with an opportunity to respond before any decision is made.

**b. Right to an Unbiased Decision-Maker**

- The person investigating or making a determination on the complaint will be impartial, with no personal interest in the outcome.
- Any perceived or actual conflict of interest will be declared and managed appropriately.

**c. Evidence-Based Decision-Making**

- All decisions will be based on relevant, reliable, and sufficient evidence.
- Assumptions, speculation, or irrelevant factors will not influence outcomes.

**d. Timeliness**

- Complaints will be acknowledged promptly and resolved as quickly as practicable, while allowing adequate time for all parties to participate in the process.

#### **e. Transparency and Communication**

- Parties involved will be informed of the complaint process, progress updates, and the outcome.
- Clear reasons will be provided for decisions made.

#### **f. Right to Review or Appeal**

- Where appropriate, individuals will have access to an internal or external review process if they are dissatisfied with the outcome of the complaint.

#### **g. Confidentiality and Privacy**

- Complaints will be handled with strict confidentiality, and information will only be shared with those directly involved in managing or resolving the complaint.

### **3.5 Cultural Sensitivity**

People's cultural beliefs, values and world-views influence thinking, behaviours and interactions with others. It is important to reflect without judgement before, during and after interacting with people whose beliefs, values, worldviews and experiences are different to our own.

In many traditional cultures, a high sense of value is placed on building and maintaining relationships. Taking a 'person before business' approach will help form this relationship, build rapport, thereby supporting a respectful and inclusive interaction that helps understand the impact of the program or service on the individual or family.

Complaints made by, or involving, people that identify as first nations, will be managed with cultural sensitivity, in accordance with the Principles of Procedural Fairness, thereby helping ensure they feel safe, respected, and that their cultural identity is acknowledged.

### **3.5 Appeals**

If, after the above process has been followed and a complainant remains unsatisfied with the outcomes of a complaint lodged at any YMCA centre, the complainant has the right of appeal to the YMCA's Chief Executive Officer. An appeal must be lodged in writing, within ten (10) days of notification of the outcome of the complaint.

Should the complainant remain unsatisfied with the outcomes of the review by the YMCA's Chief Executive Officer, then the complaint may request a further review of the matter by the President, YMCA of Brisbane and Y-Care (South East Queensland Inc.).

If you are dissatisfied with the Board's decision/s you have a right to apply to the Queensland Civil and Administrative Tribunal (QCAT) for the decision/s to be reviewed.

### **3.6 Continuous Improvement**

We are committed to improving the way our organisation operates, including our management of the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- regularly review the complaint management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

## 4. ROLES AND RESPONSIBILITIES

Role	Responsibility
Customers	Customers are responsible for making informed decisions regarding programs and services offered by Y Queensland.
Y Employees	Understand and at all times comply with this policy.
Y Management	Management is responsible for overseeing the implementation and adherence to this policy. Management must use the compliments, comments and complaints received to inform continuous improvement of programs and services.

## 5. COMPLIANCE WITH POLICY

Failure to comply with this procedure by a member of the YMCA staff may result in disciplinary action in accordance with the *Managing Disciplinary Action Procedure* and the resultant disciplinary action documented in the individual's personal file.

## 6. DEFINITIONS

Term	Meaning
<b>Compliment</b>	A polite expression of praise or admiration.
<b>Comment</b>	A verbal or written remark expressing an opinion or reaction.
<b>Complaint</b>	An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
<b>Grievance</b>	A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

## 7. DISCLAIMER

This policy may be revised at any time without prior notice. All revisions supersede prior policy and are effective immediately upon approval. Printed versions of this document are considered uncontrolled. Please refer to the YMCA Intranet for the latest version.

## 8. DOCUMENT INFORMATION

Approval Date	31 August 2022
Effective Date	1 September 2022
Next Review Date	1 June 2027
Document Owner	Executive Lead – Engagement and Partnerships
Approver	Chief Executive Officer

## 9. RELATED DOCUMENTS, FORMS AND LEGISLATION

Document Name	Type	Location
Fair Trading Act 1989	Legislation	<a href="http://www.legislation.qld.gov.au/view/pdf/current/act-1989-084">www.legislation.qld.gov.au/view/pdf/current/act-1989-084</a>
Competition and Consumer Act 2010	Legislation	<a href="https://www.legislation.gov.au/C2004A00109/latest/text">https://www.legislation.gov.au/C2004A00109/latest/text</a>

## 10. VERSION HISTORY

Version	Approved by	Date	Description of change	Author
2.0	GM – Operations	31 August 2022	Updated sections 5.1 and 5.4 Sections 1, 6, 7 and 8, 9 added	GM – Operations
3.0	Exec Lead, Engagement and Partnerships	27 May 2025	Updated contact emails and policy template  Added roles and responsibility, compliance with policy, disclaimer and Principles of Procedural Fairness sections	Exec Lead, Engagement and Partnerships