

COMPLAINT PROCEDURE

Circle Green is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

Our commitment

If you make a complaint to Circle Green you can expect that we will:

- Treat you with respect.
- Carry out the complaint handling process in a fair and open way.
- Provide reasons for decisions that are made.
- Protect your privacy.

A person wishing to make a complaint may do so in writing to:

- The staff member they were dealing with at the time, unless you are making a complaint about this person.
- The Manager.
- The Chief Executive Officer.

If the complaint is about:

- A service delivered by Circle Green, the complaint will normally be dealt with by the relevant manager.
- A staff member, the complaint will normally be dealt with by the relevant manager.
- A senior staff member, the complaint will normally be dealt with by the Chief Executive Officer.
- The Chief Executive Officer, the complaint will normally be dealt with by the Chair of the Circle Green Board.

Internal complaints will be dealt with in accordance with the Grievance Policy and Procedure.

Written complaints may be made:

- Online www.circlegreen.org.au

- Via email to admin@circlegreen.org.au
- By post to PO Box 3114 East Perth WA 6892.

The Manager or Director responsible for receiving this correspondence will action or direct it to the appropriate person.

Procedure for complaints management

The four key stages in the complaint management procedure are set out below.

The person managing the complaint will be responsible for:

1. Registering the details of the complainant and the complaint:

- Recording the complaint in the Circle Green Complaints Register.
- Informing the complainant within 5 working days that their complaint has been received and providing them with information about the process and timeframe.

2. Investigating the complaint:

- Investigating the complaint within 10 working days of the complaint being received.
- Informing the complainant by letter or email, within 30 working days of the complaint being received, of what is being done to investigate and resolve it, and the expected time frame for resolution.
- As far as possible, complaints or appeals will be investigated and resolved within 60 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative timeframe for resolution.

3. Resolving the complaint:

- Making a decision or referring to the appropriate people for a decision within 60 working days of the complaint being received.
- Informing the complainant by letter or email of the outcome and any actions taken, and any options for further action if required.

4. Review

- If the complainant is not happy with the outcome of a complaint, they may seek a further review of the matter by the CEO within 30 working days of receiving notification of the outcome.
- They may also seek a further review of the matter by lodging a complaint with the:

- Legal Practice Complaints Committee in relation to the provision of legal services.
- Migrant Agents Registration Authority in relation to the provision of migration services.

Record maintenance

The complaints register will be kept by the Chief Executive Officer, Circle Green. The Complaints Register will record the following for each complaint:

- Details of the complainant and the nature of the complaint.
- Date lodged.
- Action taken.
- Date of resolution and reason for decision.
- Date complainant was notified of outcome.
- Complainant response and any further action where applicable.

The complaints register and files will be confidential with access restricted to the Chief Executive Officer, Director Business Operations, Director of Services, and the Chair of Circle Green Board.