

Anchor's Concerns, Complaints, and Compliments Process

Introduction

If actions taken by Anchor's services or staff cause you or others to be negatively impacted, you have the right to raise concerns and make a complaint.

Concerns and complaints will be addressed and resolved thoroughly, promptly and in confidence.

Anchor acknowledges and supports your right to seek external assistance and support to resolve a complaint against us if needed.

Anchor wants to hear if our services are not working as intended. The receipt of a concern or complaint is not seen only as a poor experience of our performance we need to address but also an opportunity to reflect upon and improve the quality of all our services, something we continually strive to do.

Anchor also welcomes compliments about services and staff that have exceeded expectations.

This allows us the opportunity to reflect on how we may be able to extend this to other areas of service provision as well as provide feedback to the individuals who have contributed to great outcomes for the people accessing our services.

The Process

A concern or complaint is not considered resolved until the person making the complaint accepts the resolution, apology and/or outcome.

All compliments, concerns and complaint are recorded and actioned accordingly.

There may be situations, however, that the outcome sought is out of the scope of Anchor's resources or influence.

When this is the case, we will explain the limitations of our involvement and work with you to access information, referral or support from an organisation or government body that has the appropriate responsibilities.

The following steps have been developed to assist with the resolution of concerns and complaints. Please note that when you are raising a concern or making a complaint, you can:

- skip any steps you are uncomfortable with
- have an independent advocate involved
- withdraw the complaint at any time
- ask for a translator or other communication support required to assist you to fully participate in the process

Please note: the first step you should take is to raise any issues you have with the relevant staff members(s) that you have engaged with.

From there you can lodge a concern or complaint through the following ways:

- Via the form on our website: <http://www.anchor.org.au/client-feedback-form/>
- Via email: contact@anchor.org.au
- Via phone: 03 8761 9040

Option 1: Concern

You should lodge a concern if you believe that our service has not met your expectations in any way, or not delivered what you were expecting.

Option 2: Complaint

You should make a complaint if you believe that Anchor the organisation, or a specific staff member has committed misconduct or caused you harm.

From here, we will take the following steps:

- The staff member is required to enter the feedback on the **Concerns, Complaints and Compliments Register**, inform their supervisor of the complaint and the proposed follow up;

- The relevant staff member will make contact with you and/or set up a time to talk within two business days and during the conversation, they will try to come up with an agreed way to fix the problem;
- Staff will follow up with an email to document the outcome/ next steps to resolve the issue within two business days,

If you are still unhappy with the responses you have received, the way your complaint has been handled or if you feel the matter is very serious and needs to be immediately escalated to more senior management, you can email privacy.officer@anchor.org.au or call our Head Office on 03 8761 9040 and ask to meet with the program's Senior Manager or CEO and make a formal complaint.

You can also register your complaint directly through our website.

This process allows you to:

- explain what the complaint is about and action taken/inaction so far
- discuss ways of resolving the complaint
- come up with an agreed resolution

Please note that if the complaint is about a specific staff member, we will need to inform them in order to investigate the matter.

The responding manager will take steps to resolve the complaint within 10 business days. This complaint and follow up steps will be recorded in the **Concerns, Complaints and Compliments Register**.

- if resolution involves you meeting with the staff member (with the responding manager to facilitate the conversation), external support, such as an advocate, will be provided if requested;
- the responding manager will report back to you,
- if not resolved, the relevant manager will explain other avenues available for resolution (e.g., Mediation, Department of Families, Fairness and Housing).

The Senior Management Team oversees data relating to (de-identified) complaints in order to pick up trends/ identify continuous improvement activities.

If you are still unhappy with the outcome of your formal complaint, you can take your complaint to the Department of Families, Fairness and Housing through their website at [DFFH - Making a Complaint](#)

Option 3: Compliment

If you have a compliment, please email it to the relevant staff or their manager and these will be registered on our **Concerns, Complaints and Compliments Register** as well as shared with the appropriate parties. We would welcome your feedback as we strive to improve all areas of our business.