



COMPLAINTS HANDLING POLICY

Rationale

CFT recognises that from time to time the services, programs or decisions made by the Association may not meet the expectations of all members or supporters. This complaints handling policy is designed to ensure that any concerns or complaints are addressed fairly, promptly and respectfully.

CFT values feedback to enable learning, making improvements and ensuring continual improvement. This policy outlines our approach to receiving, managing and resolving complaints in a consistent and timely manner in alignment with the Association's values and the expectations of stakeholders.

Definitions

Association

Refers to Cystic Fibrosis Tasmania Inc (CFT).

Committee

The governing body of Cystic Fibrosis Tasmania as outlined in the Articles of Association.

Complainant

A person making a complaint about services delivered, staff conduct or decisions made by Cystic Fibrosis Tasmania.

Complaint

Verbal or written feedback about CFT staff, service or decision that is viewed as unsatisfactory by the person or organisation making the complaint.

Complaints Register

A register of all complaints received by the organisation.

Procedure

A statement or instruction that sets out how CFT policies will be implemented and by whom.

Unreasonable Complaints

Complaints which, because of their nature or frequency, raise substantial health, safety, resource or equity issues for the organisation, staff, other service users and complainants or the complainant themselves.

Unreasonable complaints may be divided into five categories:

- Unreasonable persistence by complainant
- Unreasonable demands by complainant
- Unreasonable lack of cooperation by complainant
- Unreasonable arguments by complainant
- Unreasonable behaviours by complainant

1. Purpose

This policy is intended to ensure that Cystic Fibrosis Tasmania (CFT) handles complaints fairly, efficiently and effectively. It provides guidance to our staff and people who wish to make a complaint.

1.1 Scope

This policy applies to all staff (paid and volunteer), contractors and our governing body, receiving or managing complaints from the public and clients made to or about us, regarding our services, decisions or the conduct of our staff.

2. Guiding Principles

- 2.1 CFT are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and staff.
- 2.2 All concerns raised in feedback or complaints will be dealt with in a reasonable time frame.
- 2.3 The way that we deal with complaints is modelled on the principles of fairness, accessibility, responsiveness, efficiency and confidentiality.
- 2.4 People making complaints will be listened to and treated with respect.
- 2.5 Prior to making a formal complaint the complainant should seek to raise the issue with a staff member of Cystic Fibrosis Tasmania. If the complaint is not able to be resolved to the satisfaction of the complainant, a formal complaint can be lodged under this policy.

- 2.6 When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work and the wellbeing of our staff. Unreasonable complaints will be managed to minimise any conduct that negatively and unreasonably affects our staff and volunteers.
- 2.7 Complaints made under this policy will not prejudice the complainant's future dealings with, and access to, services and benefits as a member of CFT.

3 Process

3.1 Making a complaint.

To make a complaint the complainant is to:

Put their complaint in writing and include the following details:-

- a) Their name, phone number, email address and postal address;
- b) Details of their complaint
- c) Details of any steps they have already taken to resolve the complaint
- d) Details of conversations or other communications they may have had with representatives of Cystic Fibrosis Tasmania that may be relevant.
- e) A clear statement on the outcome they are seeking.
- f) Whether someone else will be assisting them with their complaint such as a support person or advocate and if so, their contact details; and
- f) Copies of any relevant documentation.

Or

Fill out the form on the CFT website.

Please send the complaint in the first instance to:

The Chief Executive Officer
Cystic Fibrosis Tasmania
Email: general@cftas.org.au

Or by filling out the relevant form through our website [here](#)

CFT will promptly acknowledge receipt of the complaint.

Anonymous complaints will not be investigated, unless there is a compelling reason to do so and sufficient information has been provided to enable this to occur.

4. Evaluation

CFT will take note of the information received and ensure the complaint is investigated in accordance with our complaints procedure, and taking into account the guiding principles outlined in this policy.

CFT are committed to resolving the complaint in a timely manner and acknowledge that more complex issues may take longer to assess and determine an outcome. If a long delay is expected you will be informed of this likelihood.

Where the complaint is in relation to a specific employee, the principles of natural justice will be observed by informing the employee about the nature and content of the complaint, giving them the right to respond.

We will ensure that the person handling the complaint is different from any staff member whose conduct, service or decision is being complained about.

5. Response

Following consideration of the complaint, and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- a) The outcome of the investigation and any action we took
- b) The reason for our decision; and
- c) Any future improvements we may put in place to mitigate future complaints of a similar nature (if applicable).

6. Documentation

All documentation associated with the complaint will be retained and the details entered into a Complaints Register. Complaints received will be provided to the Committee through the CEO's report at each Committee meeting.

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