

**Connecting Families Complaints Procedure.**

Connecting Families aims to provide a high-quality service that is individualised to the families they work with. However, it is recognised that from time to time a family may be dissatisfied with the service they have received and wish to make a complaint that they would like resolved. In doing so, complaints provide valuable information and provide an opportunity for Connecting Families to learn and improve the service they provide.

Complaints may be of a sensitive nature and the family’s right to confidentiality will be respected. The matter raised will be dealt with promptly and fairly. Steps will be taken to ensure that families feel comfortable and confident to continue to access the Connecting Families service after making a complaint.

**What to do if you have a complaint:**

If you have a complaint about any aspect of your involvement with Connecting Families, we would encourage you in the first instance to speak with the Connecting Families Practitioner with whom you are working. Your Practitioner will listen respectfully and non-judgementally to your complaint and attempt to work with you to resolve the issue.

If the complaint can-not be mutually resolved, or if you don’t feel comfortable to raise the issue with your Connecting Families Practitioner, or if you feel that it is more appropriate to raise the issue formally; there are two options.

You can complete the Complaints form and forward it to the Principal of Connecting Families by either posting the form to Connecting Families, PO Box 3073, Port Adelaide, SA 5015 or emailing the form to sallymrhodes@optusnet.com.au

Or you could speak to your Department for Child Protection Social Worker and they can contact the Principal of Connecting Families to pass on your complaint.

When complaints are received, the Principal of Connecting Families will contact you within 3 business days to discuss the issue that you have raised and how to best resolve the issue.

**What to do if a complaint can’t be resolved:**

If the matter was raised by a family or a worker within a professional agency, and they feel the matter was not adequately resolved with the Principal of Connecting Families, they will be supported to contact the **Complaints Department within either the Department for Child Protection i**f the family are involved in Reunification or Kinship Stabilisation services, or the **Department for Human Services** if they are involved in Family Preservation services.

If the matter was raised by a Social Worker within the Department for Child Protection or the Department for Human Services, and they feel that the matter was not adequately resolved, they will be directed to contact the Connecting Families **Contract Manager** within the **Department for Child Protection** in relation to families involved in Reunification or Kinship Stabilisation, or the Connecting Families **Contract Manager** with the **Department for Human Services** in relation to families involved in Family Preservation.

Clients will also be given information about the **Health and Community Services Complaints Commissioner. (www.hsscc.sa.gov.au).**



**Connecting Families Complaints Form.**

**Date:**

**Your Name:**

**The best way for us to contact you:**

**The name of your Connecting Families Practitioner:**

**What would you like to tell us about your complaint:**

**What would you like to see happen:**