

## Complaints Policy

### Introduction

A complaint is any expression of dissatisfaction with FCVic services that cannot be immediately addressed to the complainant's satisfaction (for example by the provision of information, explanation, apology etc.).

A person is not required to specifically state that they have a complaint in order for a matter to be dealt with as a complaint. However, if the complainant is unclear about the reasons for raising the concerns, their agreement should be sought before passing on details of the complaint for investigation and/or response.

If the scope of a complaint is broad or unclear, or if the complainant raises more than one complaint about the same matter successively, and the relevant investigator has been unable to readily narrow and/or clarify the issues with the complainant, the investigator may elect to focus their investigations on resolving the primary issue(s) of concern for the complainant or issues that are significant in nature and refer any unresolved issues directly to the relevant external body.

If the complainant is not a client or stakeholder, we reserve the right to not respond to the complaint using the process set out below if it would be inappropriate to do so.

If the complainant is not a client or stakeholder and we decide not to follow the usual complaints procedure, we will still treat the complaint fairly and consistently. If such a complaint relates to FCVic's public advocacy, in considering how to respond staff should consider whether the complainant has had the opportunity to contest the advocacy position publicly and put forward their own information and opinions.

### Process

1. A complaint may be made in writing, by telephone or by email or online form. Complaints should be directed to the EO or Board chair where the complaint concerns the EO.
2. By mail: Level 6, 179 Queen Street MELBOURNE VIC 3000; By phone: (03) 9663 2000; By email: [admin@fcvic.org.au](mailto:admin@fcvic.org.au).
3. Written confirmation of complaints made in writing (including by email) will be sent within 5 days.
4. The EO will investigate and respond to the complaint, unless the complaint relates to the EO, in which case, see paragraph 4 below.
5. If the complaint relates to the EO the complaint will be directed to the Chair of FCVic Board.
6. The complainant will be advised within 14 days of the outcome of the investigation, or of any additional time required to adequately investigate the complaint.
7. In advising the complainant of the outcome of the complaint, advice will also be provided about any right the complainant has to complain to another body (for example, in relation to a funded project or service, the body that funded the project or service).
8. If, during or after the investigation, additional issues are raised by the complainant, the relevant investigator can determine to refer these directly to the relevant external body referred to in paragraph 6 without investigation if the investigator forms the view that they are not significant in nature or primary issues for the complainant.