

FEEDBACK and COMPLAINTS

Karralika Programs welcomes and values feedback and complaints as they contribute to the improvement of the services we deliver.

We want to hear about any aspect of the services that we provide or the way that we provide them.

We want to hear if people think:

- Have received good services
- Felt respected and treated fairly
- What we can do better
- What we do well

Our Promise

We will:

- make sure that clients and stakeholders know how to contact us to tell us what they think
- listen to what they have to say
- do our best to understand stated concerns or issues
- investigate those concerns in a fair and impartial manner
- do our best to resolve the issue or fix the problem, although this may not always be possible
- acknowledge any mistakes or errors we may have made
- provide clear explanation for all our decisions, unless limited by law

Karralika Programs is committed to providing a high-quality response to complaints regardless of who the complainant is, what the complaint is about or where and how the complaint is made.

We will:

- **Be Respectful:** All complaints will be received respectfully
- **Be Timely:** All complaints will be acknowledged and managed to specific, agreed, and published timeframes
- **Be Transparent:** All decisions will be explained in a clear simple language (except where this may be restricted by law)
- **Apply Natural Justice:** All complaints will be afforded the principles of natural justice, which that a person, including staff, who might be adversely affected by a decision or process must be given an opportunity to a 'fair hearing' before the decision is made.

What a complainant can expect from us

We will:

- listen to the complaint and attempt to resolve the matter immediately if possible
- investigate all complaints in a timely manner
- acknowledge all formal complaints in writing
- provide a response to the complainant at the conclusion of our investigation of the complaint

What we expect of a complainant

- That they talk to our staff respectfully.
- That they provide as much information about the complaint as possible.
- That they let us know of any special needs or if extra help is needed in understanding or accessing our complaints service.

Complaints

Karralika Programs Inc. aims to comply with the Privacy Act. Should you feel the organisation has not taken enough care to do so, or should you have any questions, please do not hesitate to contact us:

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