

ODYS Complaint Resolution Policy – Young People

Purpose

Open Doors Youth Service (ODYS) is committed to providing safe, inclusive, and respectful services for all young people. We value feedback, including complaints, as an opportunity to improve our services, strengthen trust, and ensure the rights and wellbeing of young people are upheld.

This policy outlines how ODYS manages complaints from young people about our services, staff, or organisational practices in a fair, transparent, and timely manner.

Scope

This policy applies to:

- All young people engaging with ODYS services, programs, or events
 - ODYS employees, volunteers, and students
 - Complaints raised by young people or on behalf of young people (e.g., by a support person, parent, or advocate)
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Our Commitment

ODYS commits to:

- ✓ Taking all complaints seriously
 - ✓ Responding in a timely, transparent, and culturally safe manner
 - ✓ Protecting the privacy and confidentiality of all parties involved
 - ✓ Providing accessible complaint pathways, including informal and formal options
 - ✓ Ensuring no one is disadvantaged for making a complaint
 - ✓ Using complaints to drive service improvements
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What is a Complaint?

A complaint is when a young person tells ODYS they are unhappy with:

- How they were treated by staff, volunteers, or others connected to ODYS
- The quality, safety, or inclusiveness of a service
- A decision made about their access to services or programs
- Any other concern that makes them feel unsafe, disrespected, or excluded

How Young People Can Make a Complaint

Young people can make a complaint:

- In person to any ODYS staff member
- By phone, email, or letter
- By asking a support person, parent, carer, or advocate to assist
- Through feedback forms or group discussions

All young people will be supported to express their concerns safely and in a way that suits them.

Complaint Resolution Process

1. Listen and Acknowledge

- Staff will listen respectfully, thank the young person for raising concerns, and ensure they feel heard and safe.

2. Informal Resolution (Where Appropriate)

- Many concerns can be resolved quickly through open conversation, clarification, or small actions.

3. Formal Complaint (If Unresolved or Requested)

- A formal complaint will be documented and referred to the Service Delivery Manager or CEO.
- The young person will be informed of the process and supported throughout.
- An objective and fair investigation will be conducted.
- The young person will be informed of the outcome and any actions taken.

4. Escalation

- If the young person is not satisfied with the outcome, they may:
 - Request a review by the CEO
 - Be supported to contact external bodies (e.g., Queensland Human Rights Commission, Office of the Queensland Ombudsman)
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Timeframes

- Complaints will be acknowledged within 2 working days
- ODYS aims to resolve complaints within 14 working days
- Complex matters may take longer, but the young person will be kept informed

- Complaints can be escalated to the Queensland Human Rights Commission if 45 days have passed without a response, or if the response is considered inadequate.

Rights and Safety

- Young people will not face negative consequences for making a complaint
- Complaints can be made anonymously, but this may limit how ODYS can respond
- All complaints are handled in line with ODYS' Privacy and Confidentiality Policy
- If a complaint raises concerns about safety or serious misconduct, ODYS will follow mandatory reporting and critical incident procedures

Continuous Improvement

ODYS reviews all complaints to identify trends, address gaps, and improve services. Feedback from young people is essential in building a safe, inclusive, and empowering environment.


Policy Review

This policy will be reviewed every 2 years, or earlier if required due to legislative changes or feedback from young people.

For Questions or Complaints:

Speak to any ODYS staff member, or contact:

 opendoors@opendoors.net.au

 (07) 3257 7660

Date	Document Version	Changes Made By	Description of Changes
25/06/2025	0.1	Rachel Hinds, CEO	Document creation