

Client Complaints Procedure & Complaint Form

1. Purpose

Next Step Recovery Australia is committed to delivering safe, respectful, and high-quality services. This document outlines the process for clients to raise concerns or lodge complaints, and explains how these matters will be managed in a fair, timely, and confidential manner.

2. Your Rights

All clients have the right to raise concerns or make a complaint without fear of disadvantage or retaliation. Complaints will be handled with respect and confidentiality, and clients will be kept informed of the progress and outcome. Clients may choose to have a support person or advocate involved at any stage of the process, and may escalate their complaint if they are not satisfied with the outcome.

3. What You Can Complain About

Clients are encouraged to raise concerns about any aspect of the service. This may include, but is not limited to, the quality of care provided, the conduct or behaviour of staff, financial matters or payments, program decisions, or any other issue affecting their experience with Next Step Recovery Australia.

4. How to Make a Complaint

To make a complaint, clients are required to complete the complaint form provided in this document and submit it via email to admin@nextsteprecoveryaustralia.com. If a client requires assistance completing the form, support can be provided by a staff member or a nominated support person.

5. Complaint Handling Process

Once a complaint is received, it will be acknowledged within two (2) business days. The complaint will then be assessed to determine the appropriate course of action. Where necessary, an investigation will be conducted in a fair and impartial manner. Clients will be provided with an outcome within ten (10) business days, or advised if additional time is required. Every effort will be made to resolve complaints promptly and appropriately.

All complaints are documented and maintained in a secure register for accountability and continuous improvement purposes.

Have you already spoken to a staff member about this matter? Yes No

If yes, please provide details:

What outcome are you seeking?

Supporting Documents (if any): Attached Not attached

Declaration

I confirm that the information provided is true and correct to the best of my knowledge.

Signature: _____ **Date:** _____

Office Use Only

- **Complaint Received By:** _____
- **Date Received:** _____
- **Complaint Reference Number:** _____

Action Taken:

Outcome:

Date Resolved: _____

Staff Signature: _____

10. Continuous Improvement

Next Step Recovery Australia is committed to ongoing improvement. Complaints are regularly reviewed to identify trends, improve service delivery, and enhance client outcomes.