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# COMPLAINTS MANAGEMENT POLICY

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23 DECEMBER 2025

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# COMPLAINTS MANAGEMENT POLICY

## **1. APPLICATION**

This policy applies to all members of the Youth Insearch community, including but not limited to employees, contractors, volunteers, clients (referenced as young people throughout this policy), families and carers.

This policy is not limited to the Youth Insearch workplace or work hours. This policy extends to all functions and places that are related to Youth Insearch practices. For example, Youth Insearch workshops, Youth Insearch functions, Youth Insearch conferences, Youth Insearch social events and client functions.

## **2. PURPOSE**

Youth Insearch is committed to fostering positive relationships among all stakeholders and ensuring every community member feels heard, respected, and safe. Building trust and preventing harm are key priorities.

We recognise that concerns may arise from time to time, including issues involving staff, volunteers, clients, or external stakeholders. This policy ensures that any complaint, defined as an expression of dissatisfaction about a service or action, can be addressed in a serious, prompt, fair and confidential manner. It outlines the steps for making a complaint and the process Youth Insearch will follow to resolve it.

## **3. RESPONSIBILITIES**

### **General Managers and the Chief Executive Officer**

- Ensure all Team Members and volunteers are aware of the relevant laws, organisational policies, guidelines and procedures.
- Provide support for all Team Members and volunteers in matters relating to youth safety.
- Follow the policy process to resolve a complaint made to you.
- Maintain complete confidentiality as required.
- Cooperate with any subsequent investigations that may occur in relation to complaints made.

### **Youth Insearch Team Members**

- Ensure open, transparent and ongoing communication with young people, building rapport and trust.
- Ensure complaints are handled in accordance with this policy.
- Raise awareness in relation to the handling of complaints and act as an advocate for young people in resolving complaints.

- Report any complaints through to your line General Manager as soon as possible.
- Ensure all complaints made by young people are taken seriously and are acted upon in a timely manner.
- Continue to implement strategies to ensure young people are engaged in conversations around decisions that affect them.
- Maintain complete confidentiality as required.
- Cooperate if you are requested to provide information in relation to a complaint.
- Cooperate with any subsequent investigation in relation to complaints made.

### **Youth Insearch Community Members**

- Immediately raise any concerns that have been raised with you or that you may have.
- Maintain complete confidentiality as required.
- Cooperate if you are requested to provide information in relation to a complaint.
- Cooperate with any subsequent investigation in relation to complaints made.

## **4. WHO CAN RAISE A COMPLAINT**

All individuals as mentioned in the Application of this policy are encouraged to share their complaints through any of the below channels. However, it is recognised by Youth Insearch that young people in particular have the right to have their opinions heard and to be informed of their ability to do so. Youth Insearch will support young people in raising any complaints through the appropriate channels, involving them in the process to as little or large extent as they feel comfortable.

## **5. HOW TO RAISE A COMPLAINT**

There are three ways in which a Youth Insearch community member can raise a complaint, these are listed below:

1. Online complaints form – <https://youthinsearch.tfaforms.net/5074072>
2. Speaking with a member of the Youth Insearch team.
3. Writing a letter or email to a member of the Youth Insearch team – [complaints@youthinsearch.org.au](mailto:complaints@youthinsearch.org.au)

Written complaints may be made anonymously; however, sufficient detail should be provided to enable a complete and appropriate investigation – should this be required.

## **6. MANAGING A COMPLAINT**

Complaints will be handled confidentially. Information will only be shared on a need-to-know basis to assess and respond to the complaint, or where required by law or to ensure safety. Any disclosure will be limited to what is strictly necessary.

All complaints will be taken seriously, handled impartially, and assessed in accordance with the principles of procedural fairness, having regard to the nature and circumstances of the complaint.

Youth Insearch may investigate complaints made under this policy as soon as possible after the matter has been reported. The nominated Complaints Officer (General Manager who has received the complaint) is responsible for investigating the matter and where appropriate an external investigator may be engaged to assist in conducting the investigation. The Complaints Officer may refer to the organisation Investigation Guidelines, should they deem an investigation necessary.

## **7. SUPPORT AVAILABLE**

Anyone making a complaint has the right to have a friend, advocate, community Elder, interpreter or independent person support them when making a complaint.

Any employee who makes a disclosure under this policy or is implicated as a result of a disclosure made may access the Youth Insearch Employee Assistance Program (EAP) which is a free and confidential counselling service on 1300 687 327.

Where appropriate, Youth Insearch may also appoint an independent support person from the Human Resources team to deal with any ongoing concerns you may have.

Any community members of Youth Insearch may also access third party support providers such as Lifeline (13 11 14), Beyond Blue (1300 22 4636) for support and headspace (1800 650 890)

## 8. POLICY GOVERNANCE

### Policy Enforcement

Staff members must comply with this policy at all times. Where a staff member is reasonably suspected to be in breach of or having breached this policy, the staff member will be given an opportunity to explain their actions. Breaches of this policy will be taken very seriously and may result in disciplinary action being taken; up to and including termination of employment, engagement, or services.

### Handling Exemptions

Exemptions to this policy may be granted by the management in special circumstances. Exemption requests must be reviewed and assessed by the Policy Reviewer and approved by the Policy Approver. All control exemptions must be documented with a rationale, reported to the General Manager, Finance & Corporate Services, and implemented by the line manager. Control exemptions are to be reviewed on a periodic basis.

### Review of Policy

Youth Insearch may unilaterally introduce, vary, remove, or replace this policy at any time. The Policy document must be reviewed on an annual basis and updated if required, to ensure standards remain current and continue to meet the requirements of Youth Insearch. In addition to the annual review cycle, the Policy must be able to evolve to meet changing internal and external requirements, which may include:

- changes to Youth Insearch Foundation business environment;
- changes to tolerance to risk or risk appetite;
- changes to legal and regulatory requirements;
- changes to contractual requirements; and
- changes to adapt to emerging risks and threats.

### Related Documents

Staff members are encouraged to read this Policy in conjunction with other relevant Company documents, including:

Ref	Title
1	Child Safety Policy and Procedure
2	Code of Conduct
3	Dispute Resolution Policy
4	Complaint Form
5	Whistleblower Policy
6	Investigation Guidelines

## Endorsement and Approval

Unless otherwise noted, this policy is effective from the date of approval. This policy has been approved and endorsed by:

Document details	
<b>Name of document</b>	Complaints Management Policy
<b>Version</b>	1.0
<b>Author</b>	HumanKapital
<b>Reviewed By</b>	General Manager, Finance & Corporate Services
<b>Approved By</b>	Chief Executive Officer
<b>Date of Approval</b>	23 December 2025
<b>Date of Effect</b>	23 December 2025
<b>Assigned Review Period</b>	12 months
<b>Date of Next Review</b>	23 December 2026

This policy is due for review by the date shown above, after which it may become invalid. Policy users must ensure that they consult the current valid version of the document.

## Document Change Log

This document change log serves as a chronological record documenting any revisions, updates, or modifications made to this Policy, including details such as the date of change, the nature of the modification, and the individuals responsible for the alterations.

Version	Change Description	Date	Reviewed By	Approved By
1.0	Published	23/12/2025	General Manager, Finance & Corporate Services	Chief Executive Officer