

	<h2>Consumer Grievance Policy</h2>
Version No.	4.0
Endorsement	Quality Council
Authorisation	CEO
Date reviewed	March 2026
Next review date	March 2029
Responsible person	Senior Manager Quality & Compliance
Policy owner	CEO

Purpose

To ensure consumers can safely provide feedback, raise concerns, make complaints, or lodge grievances, and that complaints are managed fairly, confidentially, consistently and in a manner that supports continuous improvement of service delivery.

Scope

This policy applies across all of MOSS and applies to all employees, volunteers, students, contractors, Board Directors, consumers, carers, advocates and representatives who access or are involved in MOSS services.

Definitions

Word/Term	Definition
Consumer	Any person receiving or seeking services from MOSS.
Complaint	An expression of dissatisfaction about a service, decision, action, policy, practice, staff member or aspect of service delivery.
Grievance	A concern, dispute or dissatisfaction raised by a consumer regarding service provision or interactions with MOSS.
Feedback	Comments, compliments, suggestions, concerns or complaints provided by consumers, families, carers or representatives.
Complainant	The person making a complaint, grievance or concern.
Respondent	The person or organisation against whom a complaint or grievance has been made.
Advocate	A person chosen by a consumer to support or represent them during the complaints process.

Child Safety Concern	Any concern relating to the safety, wellbeing, abuse, neglect or exploitation of a child or young person.
Continuous Improvement	The ongoing process of reviewing feedback, complaints, concerns and service outcomes to identify opportunities for improvement.
Natural Justice	The requirement that all parties are treated fairly, have an opportunity to be heard and that decisions are made impartially.

Policy

Guiding Principles

Consumers have the right to complain or compliment any part of the service. Clear, accessible and consistent procedures for dealing with feedback, conflict and complaints are a key part of MOSS's commitment to the needs and rights of consumers and to high-quality service provision.

MOSS is committed to providing a safe environment in which consumers can raise concerns, make complaints and provide feedback without fear of victimisation, discrimination, disadvantage or impact on their access to services.

MOSS is committed to Child Safety.

Consumer Rights

Consumers have the right to:

- Make a complaint, grievance, concern, suggestion or compliment.
- Have complaints managed respectfully, fairly and confidentially.
- Be supported by an advocate, family member, carer or representative of their choice.
- Receive information about the complaints process in a format that meets their communication, language, cultural and accessibility needs.
- Raise concerns verbally, in writing, anonymously where appropriate, or through a representative.
- Be informed of the progress and outcome of their complaint.
- Access external complaints bodies at any stage of the process.
- Continue to receive services without disadvantage because they have made a complaint.

Feedback, Complaints and Grievances

A grievance refers to when a consumer may be dissatisfied with some aspect of service provision. Their grievance may relate to an employee, volunteer, student, contractor, team or the organisation.

MOSS recognises that it is not always easy to raise problems or deal with conflict. The intention of this policy is to make this process as clear, accessible and supportive as possible.

Everyone is encouraged to provide feedback about how things are done at MOSS and to make suggestions about how services can be improved.

Consumers will be informed about the feedback and complaint process as soon as practicable after they commence services with MOSS. Ideally, this will occur during assessment or intake.

Consumers will receive information including:

- *What do you do if you have a problem with Merri Outreach Support Service?*
- *Summary of MOSS Child Safe Code of Conduct – Service User Version*
- *Kids Business*
- *Speak Up – It's Your Right*

Consumers are entitled to receive a copy of the Consumer Grievance Policy and Consumer Grievance Procedure at any time on request.

Recording, Monitoring and Reviewing Feedback

MOSS recognises complaints, concerns, compliments, survey feedback and other consumer feedback as valuable opportunities to improve services.

All complaints, concerns and feedback, including verbal complaints where appropriate, will be documented and managed in accordance with the Consumer Grievance Procedure.

Records will be maintained to support:

- complaint resolution;
- trend analysis;
- quality assurance activities;
- corrective actions;
- continuous improvement initiatives; and
- organisational learning.

Consumer feedback, complaints, concerns and survey results will be monitored, reviewed and analysed to identify trends, systemic issues, opportunities for improvement and consumer satisfaction outcomes.

Where improvements are identified, appropriate corrective or improvement actions will be implemented and monitored through MOSS quality improvement processes.

Complaint Resolution

MOSS will endeavour to provide a safe environment in which grievances can be discussed and resolved.

Consumers will be supported in making complaints and will not be subjected to victimisation for raising concerns.

Complaints may be made verbally or in writing.

Complaints will be acknowledged, reviewed and responded to in a timely manner in accordance with the Consumer Grievance Procedure.

The Consumer Grievance Procedure details the stages and options available for resolving grievances. The Consumer Grievance Resolution Flow Diagram provides a visual guide to this process.

It is often preferable to commence at the first stage of the grievance process. However, if a consumer feels unsafe, uncomfortable or threatened by any stage or person involved, they may proceed directly to another stage of the process. Consumers have the right to commence the grievance process at the stage they choose.

Confidentiality and Natural Justice

Complaints will be treated confidentially, and information will only be shared where necessary to:

- investigate and resolve the complaint;
- meet legal or regulatory obligations;
- manage risks;
- protect the safety and wellbeing of individuals; or
- support organisational improvement.

Where a complaint requires investigation, the principles of natural justice will apply.

The respondent will be informed of the complaint and provided with an opportunity to respond.

All parties will be kept informed of the investigation process and advised of the need to maintain confidentiality.

Serious Incidents

Extreme circumstances, including physical assault, threats, abuse or other significant safety concerns, must be reported immediately to a manager.

Where appropriate, a report may be made to Victoria Police or another relevant authority.

MOSS will support consumers who choose to report an incident to police or another external authority.

The final decision regarding whether to make a report remains with the consumer unless mandatory reporting, child safety, criminal or other legal obligations apply.

Child Safety

All MOSS employees, volunteers, students and Board Directors are required to comply with the MOSS Child Safe Code of Conduct and to immediately report any breach or concern relating to child safety.

Consumers, families and community members who have concerns about child safety are encouraged to contact one of the MOSS Child Safety Officers or the MOSS Executive Team via: merri@merri.org.au

Any concern relating to the safety, wellbeing, abuse, neglect or exploitation of a child or young person will be responded to immediately and managed in accordance with the Child Safe Policy, Child Safety Procedures and relevant legislative requirements.

If you believe a MOSS employee, volunteer, student or Board Director has breached the Child Safe Code of Conduct, you may contact a Child Safety Officer on (03) 9359 5493.

Concerns may also be reported to the Commission for Children and Young People.

NDIS Participants

All MOSS employees, volunteers, students and Board Directors are required to comply with the NDIS Code of Conduct.

This includes taking prompt action to raise and respond to concerns that may affect the quality and safety of supports and services provided to people with disability.

If a consumer believes a MOSS employee, volunteer, student, Board Director or another service provider has breached the NDIS Code of Conduct, they may raise the matter through the MOSS Consumer Grievance Procedure.

NDIS participants may also make a complaint directly to the NDIS Quality and Safeguards Commission at any stage of the complaint process.

Responsibility/Accountability

CEO: is responsible for authorising this policy and ensuring appropriate resources are available for complaint management.
Executive Team: Is responsible for monitoring complaints, trends, corrective actions and continuous improvement activities.
Managers: are responsible for managing and resolving complaints in accordance with the procedure and ensuring records are maintained.
Employees, Volunteers, students and contractors are responsible for responding appropriately to complaints and reporting grievances when received.
Child Safety Officers: are responsible for responding to and managing child safety concerns in accordance with legislative requirements.
All consumers: have the right to raise feedback, concerns, complaints and grievances.

References and Documents

Name	Location
Consumer Grievance Procedure	SharePoint
Consumer Rights Policy	SharePoint
Consumer Participation Policy	SharePoint
Child Safe Policy	SharePoint
Child Safe Procedures	SharePoint
Disciplinary Policy	SharePoint
Disciplinary Procedure	SharePoint
Feedback and Complaints Form	MOSS Forms Register
Continuous Improvement Register	MOSS Quality System
Quality Manual	MOSS Quality Management System
Social Services Standards	Victorian Government
NDIS Practice Standards and Quality Indicators	NDIS Quality and Safeguards Commission
Children, Youth and Families Act 2005 (Vic)	Victorian Legislation
Child Wellbeing and Safety Act 2005 (Vic)	Victorian Legislation
Privacy and Data Protection Act 2014 (Vic)	Victorian Legislation
Health Records Act 2001 (Vic)	https://www.legislation.vic.gov.au/in-force/acts/health-records-act-2001/050
Australian Human Rights Commission Act 1986 (Cth)	Commonwealth Legislation