



Here at Xavier we aim to provide a network of services, which supports and enables families of children with high support needs to maintain an appropriate quality of life for their children in a family and community setting. If you have a concern about any of our services tell us about it so that we may have the opportunity to put things right.

Raising your concerns

Preliminary Action – Talk to your Keyworker

In the first instance the parent should discuss their concerns with their Keyworker. Parents should raise concerns as early as possible after the incident/s occurred. It is hoped that most issues can be resolved to the parent's satisfaction in dialogue with Keyworker.

If the matter is not resolved to everyone's satisfaction, then a complaint can be made to the Regional Manager.

Complaint Stage 1 – Talk to a Manager

The parent can approach the manager directly to raise their complaint. The Manager will address the complaint with a view to resolving it within 7 days of receiving the complaint.

If not resolved with the Regional Manager, the parent can approach the Chief Executive Officer (CEO) of Xavier Children's Support Network.

Complaint Stage 2 – Talk to the CEO

The CEO will require the complaint to be placed in writing. The CEO will use the Complaint Report Form, attached to document the action taken. The CEO may attempt to resolve the issue by convening a meeting of relevant parties. Both parties of the dispute will be provided with information on alternatives for conflict resolution, including mediation, counseling and advocacy services.

Should the complaint remain unresolved, the parent can request that the complaint be forwarded to the Xavier Board.

Complaint Stage 3 – Refer to Xavier Board

Any determination made by the Board with regard to the complaint will be final save for the parties right to pursue the matter outside Xavier Children's Support Network.

Principles Underpinning

Xavier's Complaints and Disputes Resolution Process

No person will be victimised because they raise a complaint or are associated with a complaint.

At any time during the process the parent can select to use an advocate to assist them in the resolution process. The advocate may be a friend, family member or a person from an external advocacy service.

The parent will be made aware of external avenues of dispute resolution such as the Disability Services Queensland's Complaints Process.

Where possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.

To maintain confidentiality, disclosure of information relating to a complaint should be limited to as few people as possible, and only to those who are legitimately involved in the process of resolving the complaint.

The principle of natural justice refers to a process that displays fairness to all parties. It includes the right to be heard, the right to be treated without bias, the right to be informed of all allegations being made and be provided with an opportunity to respond to them.

At the completion of the complaints resolution process, outcomes will be recorded and the process will be reviewed with the parent. Outcomes will vary from case to case depending on the nature and circumstances of each complaint but could include: the complainant gaining a better understanding of the situation and no longer feeling aggrieved. Records on the complaints resolution process and outcomes will be stored in a separate and confidential complaints file.

*Share your concerns
with us.*

*We care about what
you think.*

Further Information

For further information, your Keyworker and other staff at Xavier Children's Support Network are available to talk with you about the complaints process and can be contacted by telephoning either our north or south offices.

Contact Information:

Southside

284 Pine Mountain Road
Mt Gravatt East QLD 4122
Telephone (07) 3216 8811

Northside

1935 Gympie Road
Bald Hills QLD 4036
Telephone (07) 3261 6950