

Thrive encourages all clients, staff and stakeholders to exercise their ability to lodge a complaint or provide feedback. We embrace the opportunity to hear your feedback and address complaints. Throughout this process we will focus on enhancing relationships, improving service quality, and promoting continuous improvement.

“Any person using or engaging our services or affected by the operations of Thrive has the right to lodge a complaint, or to appeal a decision of Thrive”

Note: This form can be completed electronically or by hand

Details of person making the complaint

Date complaint received:	
Name of person receiving complaint:	
Position:	
Does the person making the complaint wish to remain anonymous?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Category of person making complaint:	<input type="checkbox"/> Client <input type="checkbox"/> Family member <input type="checkbox"/> Friend <input type="checkbox"/> Advocate <input type="checkbox"/> Guardian <input type="checkbox"/> Manager <input type="checkbox"/> Another provider <input type="checkbox"/> Staff member <input type="checkbox"/> Other Details:
Preferred method of contact:	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter
Contact phone number	
Contact email:	
Postal address:	

Client Details

Name of client complaint is about:	
Is the client an existing client?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can we speak to the client about this complaint? (if complainant is not the client)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Preferred method of contact:	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter

Complaint Details

<p>Description of feedback or complaint:</p>	
<p>What is considered an appropriate resolution by the person making the complaint?</p>	
<p>Are there any special requirements for managing the complaint or feedback? (e.g. consent, privacy, collaboration, risk assessment)</p>	
<p>Key Parties involved: Include their contact details and connection to the information or resolution</p>	

<p>Current status of complaint:</p>	<input type="checkbox"/> Investigating <input type="checkbox"/> Action proposed <input type="checkbox"/> Resolved <input type="checkbox"/> Unresolved
<p>What actions have been proposed? Or if resolved, how was it resolved?</p>	
<p>Plan for keeping relevant parties included in the resolution and outcome: Include timeframes and method of consultation</p>	

When handling complaints we will ensure:

- access and equity, fairness, accountability and transparency through the processes
- appropriate support is provided to individuals to assist them in lodging a complaint
- confidentiality is maintained, making this information available only to those involved in resolving this complaint
- those making a complaint will not be disadvantaged or lose service provision because of raising this complaint
- that we will involve others in the resolution and kept them informed of the progress