



# Complaint Handling Policy

Version 2  
March 14, 2025

**TCDA Pty Ltd**  
ACN 617 607 253  
ABN 93 656 571 166

**TCDA Director Paul Singh**  
**Responsible Officer Paul Singh**  
**Signed**

A handwritten signature in black ink, appearing to be 'Paul Singh', written over a light blue circular stamp.

**Date March 14, 2025**  
**Revision 1**

## INTRODUCTION

When responding to complaints, staff (paid and volunteer) act in accordance with this complaint handling policy as well as other internal documents providing guidance on the management of complaints. Staff should also consider all relevant legislation and regulations when responding to complaints and feedback.

TCDA is committed to ensuring that any person or organization using our services or affected by our operations has the right to lodge a complaint or provide feedback about our services, staff, volunteers, or policies and to have their concerns addressed in a fair, efficient, and effective manner. This policy has been designed to provide guidance to staff, volunteers, service users, and their families on the management of complaints received.

## LEGISLATIVE FRAMEWORK

This policy aligns with and operates within:

- Australian Consumer Law (Competition and Consumer Act 2010)<sup>[1]</sup>
- Privacy Act 1988 (Cth) and Australian Privacy Principles<sup>[2]</sup>
- Anti-Discrimination Act 1977 (NSW)<sup>[3]</sup>

- Children's Guardian Act 2019 (NSW) and Child Safe Standards<sup>[^4]</sup>
- National Principles for Child Safe Organisations<sup>[^5]</sup>
- Working with Children Check regulations under the Child Protection (Working with Children) Act 2012 (NSW)<sup>[^6]</sup>

## HOW TO MAKE A COMPLAINT

Complaints can be made:

- In person: to any staff member or directly to the Principal or Manager
- By email: paul@tamworthcitydance.com.au
- By phone: 0438 621 440
- In writing: 184 Peel Street, North Tamworth, NSW 2340
- Online: via the contact form on TCDA's website

All complaints will be treated with respect and confidentiality in accordance with the Privacy Act 1988.<sup>[^7]</sup> TCDA is committed to making our complaint process accessible to all people, regardless of age, disability, cultural background, or other characteristics as required by the Disability Discrimination Act 1992 (Cth)<sup>[^8]</sup> and the Anti-Discrimination Act 1977 (NSW).<sup>[^9]</sup>

## THE FIVE KEY STAGES IN OUR COMPLAINT MANAGEMENT SYSTEM

### 1. RECEIVE

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. We will also assign a unique identifier/number to the complaint file.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want
- Any other relevant information, and
- Any additional support the person making a complaint requires

#### 1A. IMMEDIATE RESOLUTION

Many minor complaints can be resolved at the initial point of contact, eliminating the need for further action. In these instances, it is recommended that the Principal or Manager is made aware of the nature of the complaint and actions taken. This can be communicated verbally, electronically via text or email, or via a written note.

### 2. ACKNOWLEDGE

We will acknowledge receipt of each complaint promptly, and within 3 business days as required under the Australian Consumer Law.<sup>[^10]</sup> When appropriate, we may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g., email, letter) for communicating with the person making a complaint.

### **3. ASSESS AND INVESTIGATE**

#### **INITIAL ASSESSMENT**

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- Whether the complaint involves allegations of discrimination under the Anti-Discrimination Act 1977 (NSW)[<sup>11</sup>]
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organizations.

#### **INVESTIGATING THE COMPLAINT**

After assessing the complaint, we will consider how to manage it. We may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person, or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making a complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and consider any statutory requirements.

### **4. DETERMINE OUTCOME AND PROVIDE REASONS FOR DECISION**

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review, or appeal.

## **5. CLOSE THE COMPLAINT: DOCUMENT AND ANALYSE DATA**

### **DOCUMENT**

We will keep records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified, and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analyzing any underlying or root causes

Complaints will be recorded in a secure database to protect privacy in accordance with Australian Privacy Principles.<sup>[^12]</sup>

### **ANALYSE DATA**

We will ensure that outcomes are properly implemented, monitored, and reported to the complaint handling manager, senior management, or the Chair of our governing body.

## **TIMEFRAMES**

TCDA is committed to resolving complaints in a timely manner:

- Acknowledgment: within 3 business days
- Simple complaints: resolution attempted within 10 business days
- Complex complaints: regular updates provided at least every 14 days
- Final response: within 45 days, with explanation for any delays beyond this timeframe in accordance with complaint handling standards<sup>[^13]</sup>

## **PROCEDURAL FAIRNESS**

TCDA is committed to procedural fairness in complaint handling as required by administrative law principles:

- All parties will be informed of the allegations and given opportunity to respond
- Decision-makers will be impartial and free from conflicts of interest
- Decisions will be based on evidence rather than assumptions
- Privacy and confidentiality will be maintained
- Complaints will be investigated thoroughly and without bias
- Reasons for decisions will be clearly communicated

Where a complaint involves allegations of discrimination or harassment, we will follow the procedures outlined in our Workplace Discrimination & Harassment Policy in accordance with the Anti-Discrimination Act 1977 (NSW).<sup>[^14]</sup>

## **CONFIDENTIALITY AND PRIVACY**

- All personal information related to complaints will be handled in accordance with the Privacy Act 1988 and our Privacy Policy<sup>[^15]</sup>
- Information will only be shared with those who need to know for the purpose of resolving the complaint
- Records will be securely stored and accessed only by authorized personnel in accordance with Australian Privacy Principle 11<sup>[^16]</sup>
- Complainant identity will be protected where possible and appropriate

## **CHILD-FOCUSED COMPLAINT PROCEDURES**

In accordance with the National Principles for Child Safe Organisations (Principle 6),<sup>[^17]</sup> and the Child Safe Standards under the Children's Guardian Act 2019 (NSW):<sup>[^18]</sup>

- Children and young people can make complaints directly or through parents/carers
- Children's complaints will be taken seriously and addressed promptly
- Age-appropriate methods will be used when communicating with children
- Staff will receive training on receiving and managing complaints from children
- Child safety concerns will be prioritized and managed according to our Child Safe Policy
- Mandatory reporting obligations will be fulfilled in accordance with Section 27 of the Children and Young Persons (Care and Protection) Act 1998 (NSW)<sup>[^19]</sup>
- All complaints involving children will consider the best interests of the child as paramount

## **REVIEW AND APPEALS**

If a complainant is dissatisfied with the handling or outcome of their complaint, they may:

- Request an internal review by the Director
- Seek external review through relevant authorities such as:
  - NSW Fair Trading under the Fair Trading Act 1987 (NSW)<sup>[^20]</sup>
  - Australian Human Rights Commission under the Australian Human Rights Commission Act 1986 (Cth)<sup>[^21]</sup>
  - NSW Anti-Discrimination Board under the Anti-Discrimination Act 1977 (NSW)<sup>[^22]</sup>
  - Office of the Children's Guardian under the Children's Guardian Act 2019 (NSW)<sup>[^23]</sup>

## **STAFF TRAINING AND CONTINUOUS IMPROVEMENT**

- All staff will receive training on this policy and complaint handling procedures
- Training will be updated annually or when significant changes occur
- Regular reviews of complaint data will inform improvements to services and procedures

- This policy will be reviewed at least every two years or as required by legislative changes

## REFERENCES

[^1]: Competition and Consumer Act 2010 (Cth), Schedule 2, Australian Consumer Law, ss 2, 3, 29. [^2]: Privacy Act 1988 (Cth), Schedule 1, Australian Privacy Principles, particularly APP 1.2 regarding complaint management. [^3]: Anti-Discrimination Act 1977 (NSW), ss 49ZT, 49ZYA, 49ZYN regarding complaints of discrimination and vilification. [^4]: Children's Guardian Act 2019 (NSW), s 8, 8A-8C regarding compliance with Child Safe Standards. [^5]: National Principles for Child Safe Organisations, Principle 6: "Processes to respond to complaints and concerns are child focused." [^6]: Child Protection (Working with Children) Act 2012 (NSW), Part 2. [^7]: Privacy Act 1988 (Cth), APP 1.2 regarding open and transparent management of personal information. [^8]: Disability Discrimination Act 1992 (Cth), s 15 regarding discrimination in education. [^9]: Anti-Discrimination Act 1977 (NSW), s 49L regarding discrimination against persons with disabilities. [^10]: Australian Consumer Law, Regulatory Guide 165 regarding timeliness of response. [^11]: Anti-Discrimination Act 1977 (NSW), Part 9, Division 2 regarding complaint handling procedures. [^12]: Privacy Act 1988 (Cth), APP 11 regarding security of personal information. [^13]: AS/NZS 10002:2014 Guidelines for complaint management in organizations. [^14]: Anti-Discrimination Act 1977 (NSW), ss 87-94C regarding investigation of complaints. [^15]: Privacy Act 1988 (Cth), APP 1 regarding open and transparent management of personal information. [^16]: Privacy Act 1988 (Cth), APP 11 regarding security of personal information. [^17]: National Principles for Child Safe Organisations, Principle 6: "Processes to respond to complaints and concerns are child focused." [^18]: Children's Guardian Act 2019 (NSW), Schedule 1, Standard 7: "Processes for complaints and concerns are child focused." [^19]: Children and Young Persons (Care and Protection) Act 1998 (NSW), s 27 regarding mandatory reporting. [^20]: Fair Trading Act 1987 (NSW), Part 6A regarding consumer complaints. [^21]: Australian Human Rights Commission Act 1986 (Cth), Part IIB regarding human rights and discrimination complaints. [^22]: Anti-Discrimination Act 1977 (NSW), Part 9 regarding complaint handling. [^23]: Children's Guardian Act 2019 (NSW), Part 3A regarding reportable conduct scheme.