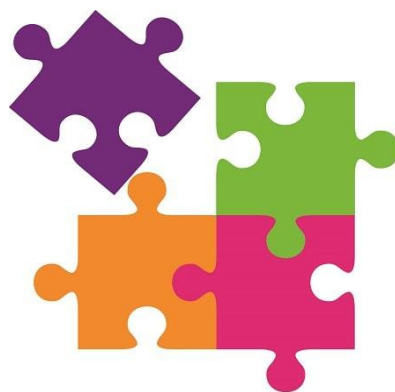


Foster Care Association of Victoria Inc.

FEEDBACK AND COMPLAINTS POLICY
2026



fcav
foster care
association
of victoria

Authorisation

The Feedback and Complaints Policy (**Policy**) was reviewed and adopted by the Board of Directors of the Foster Care Association of Victoria (**FCAV**) (the **Board**) in May 2026.

Review date

The Policy shall be reviewed every 3 years.

1. Purpose

The FCAV views all forms of feedback—both positive and constructive—as a valuable component in ensuring the association is fulfilling its purposes, improving its services, and delivering impact for its stakeholders.¹ The Policy provides guidelines for the collection of feedback and its utilisation. It also specifies the process for the resolution of formal complaints.²

The FCAV values feedback as a constructive way to reflect and improve its policy and practice. Feedback assists in the development of responsive services.

The FCAV will:

- Encourage all forms of feedback about the way it operates, its interactions and relationships with carers and community service organisations and the services it provides.
- Act fairly and transparently and treat both those who provide feedback and those who are the subject of the feedback (positive or negative) with dignity, courtesy and respect.

2. Scope

The Policy applies to all the following individuals associated with the FCAV:

- Board of Directors, both individually and as a collective Board;
- employees;
- volunteers, including students on placement
- Individuals or organisations who engage with the FCAV or use its services.

The Chief Executive Officer (**CEO**) of the FCAV is the Complaints Officer, who is responsible for collating and responding to all formal complaints made under this Policy.

Internal staff or Board grievances are managed under the FCAV Workplace Grievance Policy.

3. Lodging a Formal Complaint

The process for lodging a formal complaint is available to individuals or organisations who engage with the FCAV or use its services. A formal complaint must be submitted in writing using the FCAV Formal Complaints Form at the end of the Policy.

¹Feedback may include praise, suggestions for improvement, comments, compliments, complaints, allegations and thanks. It includes feedback collected routinely as part of formal evaluation and improvement processes and spontaneously from individuals and organisations.

² Complaints may include concerns about (but not limited to) FCAV's governance, decision-making, compliance, quality or accessibility of services, privacy, child safety, staff conduct, cultural safety and inclusion.

If you require assistance in submitting a formal complaint, please contact the FCAV office on 03 9416 4292. Otherwise, please submit the Formal Complaints Form via the following means:

By email:

Complaints@fcav.org.au

Or

By post:

Att: Complaints Officer

FCAV

2 Greenwood Street Abbotsford VIC 3067

If the complainant is a member of the FCAV, the Grievance Procedure set out in the Association Rules of the FCAV may be used in conjunction with the Policy.

Importantly, concerns about child abuse or neglect should be directed urgently to Emergency Services (call 000) for immediate danger, or Child Protection Services (call 13 12 78) for non-immediate danger.

All information received as part of a formal complaints or feedback processes will be treated in accordance with the FCAV Privacy Policy.

4. Principles the FCAV will follow when dealing with feedback and complaints

The FCAV will take reasonable steps to:

- Ensure individuals or organisations are able to provide feedback or complaints without fear of negative consequences, including providing an option for them to remain anonymous or have a support person present
- Ensure the process of providing feedback or complaints is accessible and adjusted to meet different communication or support needs
- Deal with complaints, including conducting investigations, sensitively, confidentially, promptly and without bias
- Provide all affected parties notice, information about the process, and the opportunity to present their case, and / or respond to any feedback or complaints
- Undertake any evidence-gathering process required, including contacting relevant parties and witnesses;
- Ensure complaints are managed in accordance with other applicable policies adopted by the FCAV and external standards
- Provide options for external review if an affected party is unsatisfied
- Store all records securely, with access to any sensitive information on a 'need to know' basis, to be determined by the Complaints Officer; and
- Retain records relating to feedback and complaints only for as long as necessary to comply with legal and regulatory requirements
- Use feedback received to highlight strengths, risks and opportunities for improvement to FCAV's services, systems, and user experience.

5. Responsibilities of the Complaints Officer

The Complaints Officer is responsible for:

- Ensuring this Policy is available on the FCAV website;

- Ensuring individuals within the scope of the Policy are aware of it;
- Maintaining a feedback and complaints register, with access granted on a 'need to know' basis;
- Conducting investigations in a timely manner; and
- Prescribing a remedy to the complaint.³

The Complaints Officer is the final decision-maker of formal complaints. In the event of a formal complaint being lodged about the conduct of the Complaints Officer, the President will assume the responsibilities as the Complaint Officer to resolve that specific complaint.

If the complainant is not satisfied with the remedy prescribed by the Complaints Officer, the matter will be referred to the President of the FCAV Board. In these circumstances, the President may provide advice, support, or direct involvement in the matter. The President may also seek the input of the FCAV Board in resolving the complaint.

6. What happens when you lodge a complaint

- The Complaints Officer will determine how the complaint is to be considered, including if any further steps need to be taken, and provide written acknowledgment of the complaint within 5 working days. This written acknowledgment will include the proposed course of inquiry.⁴
- A written decision of the outcome will be provided within 21 working days from the date received. The Board will also be informed of all formal complaints.
- A record of the response and any actions taken will be recorded on the complaints register.

7. Escalating your complaint

Complainants who are not satisfied with the outcome also have the right to complain to the Department of Families, Fairness and Housing or the Victorian Ombudsman.⁵ The FCAV will promptly refer the complaint to the appropriate external authority if the complaint involves criminal activity or breaches of legislation and government regulation.⁶

³A remedy may include an apology, an explanation, an admission of fault, changes to policies or procedures, changed decisions, disciplinary action, mediation, referral to external body for investigation.

⁴ The potential courses of inquiry may include, for example, that further information needs to be gathered or that an investigation will be formally commenced.

⁵ The Victorian Ombudsman may investigate the FCAV governance and administrative processes but not adjudicate on, for example, the outcomes of professional decision-making. See the Victorian Ombudsman [website](#) for its role and responsibilities.

⁶ External authorities include Police, protective services, the Victorian Ombudsman, the Victorian Disability Commissioner, Victorian Equal Opportunity and Human Rights Commission.

FCAV Formal Complaint Form

Name: _____
Relationship to the FCAV: _____
Phone: _____
Email: _____

Submission details

- Additional pages or further evidence may be included in this submission.
- Please submit this form via the following means:

By email:

Complaints@fcav.org.au

or

By post:

Att: Complaints Officer
FCAV
2 Greenwood Street Abbotsford VIC 3067

Complaint details

Please provide the following details, if applicable:

- What was the incident? (if there was more than one incident, list the details in date order)
- When did the incident(s) happen? Please specify dates or approximate dates including day/month/year and time of the day.
- Where did the incident(s) occur? (office, offsite)
- Who was responsible for the incident(s)? Include name(s) and title/position
- Why do you believe the incident(s) resulted in an inappropriateness or unfairness?
- What in your opinion needs to occur to resolve this complaint?
- Please list any witnesses who may be able to assist in dealing with your complaint.

Have you raised this complaint with anyone at the FCAV?

Individual's name: _____

Summary of discussion

Signature: _____ Date: _____

Received by Complaints Officer: _____ Date: _____