

Complaints Handling Guide

Overview

Children are at the heart of everything we do, and we constantly seek to do things better. As such, MCRI values feedback - including complaints and concerns - from children and families participating in our research, staff, contractors and partners. In support of our Feedback and Complaints Policy on our website, this guide provides further information for the public about the way we manage feedback and complaints. There is also an internal feedback and complaints procedure to support our staff in responding with quality and care. We manage complaints based on the following principles:

- Accountability and Integrity
- People-Focused
- Accessibility and Confidentiality
- Fairness
- Responsiveness

How Do I Make a Complaint?

You can provide feedback or make a complaint in writing or verbally. The quickest way to get in touch with us is by email. Alternatively, complaints can be made verbally over the phone, or in writing and sent to our postal address.

Feedback and complaints may be sent to:

E feedback@mcri.edu.au
M Head of Communications
50 Flemington Road, Parkville
Victoria 3052, Australia
T +61 3 8341 6200
+61 1300 766 439

Complaints from Children and Young People

If there is anything that makes you feel unsafe, unhappy, or worried you can tell us. We will listen and try to help. You could also ask a parent or carer or someone you trust to help you make a complaint.

If you are participating in research, you can talk to the Ethics Committee Complaints person listed on the participant Information and Consent Form that you received when you agreed to participate in the research.

What Information Do I Need to Make a Complaint?

For a complaint to be investigated, it should contain enough information to form a reasonable basis for an investigation. This includes details such as:

- Your name and contact details
- A description of the complaint
- Location, date and time of incident
- Name(s) of person(s) involved
- Possible witnesses to the event
- Possible evidence (e.g. documents, emails, photographs)
- The outcome you are seeking

How Are Complaints Handled?

1. Once your complaint is received, we will acknowledge receipt of your complaint within 2 business days if you have provided us with a way to contact you.
2. Your complaint will be referred to the appropriate department for review and investigation.
3. The department manager may contact you to request further information about the complaint.
4. We aim to resolve complaints as quickly as possible and within 30 business days unless there are exceptional circumstances. If a complaint is not resolved within 30 business days, we will inform you and provide updates on the progress.
5. Once our investigation is complete, we will contact you on the outcome of the complaint, if you have provided us with a way to contact you.
6. If you are unsatisfied with the outcome of your complaint, you may request a review by the People and Culture team.
7. If you believe that the complaint relates to a breach of the [ACFID Code of Conduct](#), you may then also make a complaint to the [ACFID Code of Conduct Committee](#).