



COMPLAINTS & FEEDBACK

KNOW YOUR RIGHTS

Every child who cannot live permanently with their birth parents deserves to thrive in a strong, stable, and permanent family.

POLICY

Feedback and complaints can be made to PCA Families by completing the online [Feedback and Complaints form](#) or emailing the CEO at ceo@pcafamilies.org.au (including a description of the complaint or feedback, details of who it was reported to and your preferred outcomes)

Complaints are expressions of dissatisfaction made by people who come into contact with PCA Families programs.

Feedback includes praise, suggestions for improvement, comments, compliments, complaints, allegations and thanks.

- Feedback and complaints will be reviewed by the CEO and the Program Leaders.
- Complaints will be responded to within 10 working days, or an approximate date of resolution will be advised.
- If the resolution is unsatisfactory, a further appeal may be lodged by emailing the CEO: ceo@pcafamilies.org.au
- Feedback will be used to inform continuous improvement.

Advising and supporting families today, advocating for tomorrow

PCA Families is the leading not for profit member based organisation offering financial and other supports for families formed by permanent care, kinship care or adoption. Offering you access to trauma informed advice, support and services informed by research and lived experience.

