15 Feedback and Complaints Management

Policy

ACHIEVE DISABILITY SERVICES PTY LTD is committed to implementing a Feedback and Complaints Management Process to ensure that all participants have knowledge of, and access to our complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

ACHIEVE DISABILITY SERVICES PTY LTD ensures:

- → A complaints management and resolution system is maintained. The system follows principles of procedural fairness and natural justice and complies with the requirements under the NDIS - Complaints Management and Resolution - Rules 2018.
- → Each participant is provided with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access advocates. There is a supportive environment for any person who provides feedback and/or makes complaints.
- → Demonstrated continuous improvement in complaints and feedback management by regular review of complaint and feedback policies and procedures, seeking of participant views on the accessibility of the complaints management and resolution system, and incorporation of feedback throughout the organisation.
- → All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.

This policy provides direction to all ACHIEVE DISABILITY SERVICES PTY LTD employees regarding the importance of responding effectively to complaints and defines what constitutes a complaint and the process for managing a complaint.

Procedure

A complaint can be ‘an expression of dissatisfaction with a service provided’ or ‘a concern that provides feedback regarding any aspect of service that identifies issues requiring a response’.

At ACHIEVE DISABILITY SERVICES PTY LTD, we will:

- → ensure that any person can easily make a complaint orally or in writing (including an anonymous complaint)
- → provide information about how to make a complaint to the provider and to the Commissioner
- → ensure that all complaints are dealt with fairly and quickly

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15 Feedback and Complaints Management

- → ensure appropriate support and assistance is provided to any person who wishes to make or has made a complaint
- → ensure that a person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint
- → ensure the information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances
- → keep records about complaints that they receive
- → demonstrate continuous improvement in complaints and feedback management by regular reviews

ACHIEVE DISABILITY SERVICES PTY LTD provides information about how to communicate feedback or make a complaint to the participants and their family/support network through the 'Welcome Pack' and 'Participant Handbook'.

Complaints can be made by a participant and/or participant's family/support network.

Complaints can be made by a participant, participant's family/support network. Anonymous feedbacks/ complaints are accepted too. The way on how to raise an anonymous complaint, including direct contact and escalation to the NDIS Commission has been provided in the 'Feedback and Complaints Management Form' and as part of 'Participants Welcome Pack'.

ACHIEVE DISABILITY SERVICES PTY LTD aims to ensure all complaints are acknowledged, assessed and resolved in a fair, efficient and timely manner.

The complaint will be acknowledged in person, orally or in writing within 5 calendar days after receiving the complaints.

We respect the participant's right to access an advocate. Please refer to the 'Right to access an advocate Policy' in this 'Participant Handbook'.

Managing the complaint

It is our responsibility to listen to and respond to a complaint. The aim is to manage frontline complaints at the point of contact and to resolve the complaint as soon as possible. This process includes, but not be limited to:

- communicate with the person making the complaint
- provide an environment for them to express their concerns
- clarify the concerns and identify their expectation about the results
- explain the process of managing the complaint and resolution system

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15 Feedback and Complaints Management

- express our understanding, empathy and apology
- complete the 'Feedback and Complaints Management Form' and update 'Feedback and Complaints Register' as soon as practical
- communicate the progress and outcome of the investigation with the participant, participant's family/support network
- follow up with the person making the complaint to make sure whether they are satisfied with the resolution process and outcomes

Review and risk assessment

All complaints are reviewed and investigated. All investigation information is collected in the 'Feedback and Complaints Management Form' and 'Feedback and Complaints Register'.

'Feedback and Complaints Management Form' also will be shared with participants and their family/support network as a part of the 'Welcome Pack' and 'Participant Handbook'.

The root cause of the complaint will be analysed to identify what has happened and determine the appropriate action. Required actions are determined and implemented as per recommendations from the investigation and review in developing and ensuring improved practice.

A suitable timeframe for the implementation of recommendations is documented in action plans and the 'Feedback and Complaints Management Form'. Information also includes who will be accountable for the implementation.

Ongoing monitoring is in place to ensure recommendations are addressed in a timely manner and to evaluate the success of any action taken to achieve improvement.

Feedback regarding the effectiveness of recommendations is discussed with the participant in seeking feedback relating to the implemented recommendations. This feedback can be informal or formal.

If applicable, a risk assessment will be undertaken to ensure all aspects of the services and activities are managed and controlled in a safe manner. 'Risk Assessment Register' to be updated.

Statistics and other information relating to complaints will be collected and registered in the 'Feedback and Complaints Register' to review the efficiency and effectiveness of the Complaints Management process to make sure they are all well managed and also identify and eliminate any systematic issue. Summary of the results will be monitored during the annual management review process and recorded in the 'Management Review Report Form'.

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15 Feedback and Complaints Management

Participant's right to make a complaint is also referred to in the 'Service Agreement'. A copy of the 'Service Agreement' and 'Participant Handbook' will be provided to each participant.

Awareness and Training

All managers, employees and workers are trained and inducted regarding the feedback and complaint management requirements and responsibilities.

'Worker Handbook' has been developed and communicated. Managers, employees and workers have read, understood and acknowledged this handbook.

Record keeping

ACHIEVE DISABILITY SERVICES PTY LTD will maintain all records relevant to the complaint for 7 years from the day the record is made.

Resource

- → National Disability Insurance Scheme Act 2013
- → National Disability Insurance Scheme (Quality Indicators) Guidelines 2020
- → NDIS - Complaints Management and Resolution - Rules 2018

Related Documents

- → NDIS-PRC-001-Participant Handbook
- → NDIS-PRC-002-Worker Handbook
- → NDIS-FORM-017-Service Agreement
- → NDIS-FORM-003-Feedback and Complaints Management Form
- → NDIS-FORM-011-Feedback and Complaints Register
- → NDIS-FORM-005-Risk Assessment Register
- → NDIS-FORM-001-Worker Employment Register
- → NDIS-FORM-010-Management Review Report

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