# 2.5 Complaints and Feedback Management

## Complaints and Feedback Policy and Procedure

### 1.0 Purpose

This policy is intended to ensure that complaints are handled fairly, efficiently and effectively.

The resolution of complaints will be consistent with a rights-based principle fundamental to the United Nations Convention on the Rights of Persons with Disabilities.

The complaint and feedback management and resolution system intend to:

- provide a well-handled system that values the participant's opinions and takes all feedback seriously, with the intent to improve the relationship between our organisation and our participants
- empower all employees and participants to feel free to voice their complaints or provide feedback
- allow us to respond to issues raised by individuals making complaints in a timely and cost-effective way
- boost participant confidence in our administrative processes
- seek a resolution that meets all parties expectations, where possible
- provide Ordinary Life Community Services Pty Ltd with information that will help us deliver quality improvements in our services, supports, roles, and complaints handling process.

### 2.0 Scope

Our Complaints and Feedback Policy is Ordinary Life Community Services Pty Ltd's commitment to a positive complaints culture within our organisation, from the highest management levels to our frontline staff. The policy provides the foundation for all other components of a quality complaints management and resolution framework. The policy also guides our staff and participants (who may wish to make a complaint or provide feedback).

A designated Complaints Manager will handle all complaints and feedback received by Ordinary Life Community Services Pty Ltd. All staff are bound by the National Disability Insurance Scheme (NDIS) Code of Conduct.

**3.0 Policy**

Ordinary Life Community Services Pty Ltd will create an environment where complaints and concerns, compliments and suggestions are welcomed and viewed as an opportunity for acknowledgement and improvement. This process ensures that individuals have the right to make complaints and are encouraged to exercise their right in a blame-free and resolution-focused culture, respecting an individual's right to privacy and confidentiality.

Ordinary Life Community Services Pty Ltd will appoint a staff member to be the designated Complaints Manager. The Complaints Manager is responsible for coordinating and handling complaints and feedback and ensuring the complaint or feedback is properly managed.

It is acknowledged that Ordinary Life Community Services Pty Ltd views all comments and complaints as a vital contribution to our internal review of performance and processes, which assists in developing the continuous improvement of our services as we work towards achieving our care commitment.

A person does not necessarily have to expressly state that they wish to make a complaint to have the issue or concern dealt with as a complaint. Regardless of whether an issue is big or small, it will be treated seriously, and Ordinary Life Community Services Pty Ltd will ensure the person is advised on how valuable their opinion is to our organisation. We will use such information to improve our service delivery continuously.

Participants, families, advocates or other stakeholders may submit a Complaint and Feedback Form regarding Ordinary Life Community Services Pty Ltd's supports, services, staff, or contractors. The participants can be provided information in Easy Read format if required.

The Complaints Manager will ensure that the complainant can physically access all meetings to resolve the complaint by reviewing the environment to ensure that the meeting site is accessible for those with mobility issues.

It is our policy to follow the principles of procedural fairness and natural justice and comply with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and NDIS (Procedural Fairness) Guidelines 2018, including:

- informing a person if their rights or interests may be adversely or detrimentally affected in a direct and specific way

- giving notice of each prejudicial matter that may be considered against them
- giving a reasonable opportunity to be heard on those matters before adverse action is taken
- putting forward information and submissions in support of an outcome that is favourable to their interests
- ensuring that the decision to take adverse action should be soundly based on the facts and issues that were raised during that process, and this should be apparent in the record of the decision
- ensuring that the decisionmaker should be unbiased and maintain an unbiased appearance.

Ordinary Life Community Services Pty Ltd ensures complaints and feedback are managed effectively through:

- implementing an open and transparent complaint handling system
- observing the principles of natural justice and compliance with relevant mandatory reporting under Australian law
- committing to the right of stakeholders to complain either directly or through a representative
- undertaking procedural fairness to reach a fair and correct decision
- taking reasonable steps to inform the complainant of the NDIS commission complaints process, including the use of various communication means, e.g. oral and written
- maintaining complete confidentiality and privacy
- abiding by the NDIS Code of Conduct
- training staff in our complaint process and the rights of all stakeholders to complain
- considering all complaints seriously and respectfully
- advising participants and staff members of their right to complain
- staff will be trained in complaint handling during assessments and orientation
- guidance regarding the complaint process is outlined in the welcome information provided to our participants
- provision of support for people who may need assistance to make a complaint
- protection of complainants against retribution or discrimination
- prompt investigation and resolution of complaints
- communicating and consulting with participants, family and advocates during the complaints process and providing feedback and resolutions
- interpretation and application of policies and processes
- providing opportunities for all parties to participate in the complaint resolution process
- ensuring that complainant is involved in the resolution of the complaint

- keeping complainant informed of the progress of the complaint:
    - actions taken
    - the reasons the decisions are made
    - options to have decisions reviewed
- ensuring that the decisionmaker or advocate is included and recognised in the process
- accepting Ordinary Life Community Services Pty Ltd and staff accountability for actions and decisions taken due to a complaint
- committing to resolving problems at the point of service or through referral to alternatives
- committing to use complaints as a means of improving planning, delivery and review of services through our continuous improvement processes
- referring complaints and feedback into our continuous improvement cycle
- annually auditing the Complaints and Feedback Policy and Procedure.

**4.0 Definitions**

| Term | Definition |
|---|---|
| **Complaint** | An expression of dissatisfaction with an NDIS support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. |
| **Resolution** | The official decision made by an organisation to solve or end a problem or contentious matter. A resolution includes finding a way to improve a difficult situation. |

| Role | Role requirements |
|---|---|
| **Complaints Manager** | The role of the Complaints Manager is to:<br>● manage the complaint process<br>● manage reviews and make recommendations for continuous improvement using the information gained from the issue of the complaint<br>● stand independently from the management to allow participants and staff members to be able |