

Complaint Management Policy

Approval and Review

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Description

This policy is about complaints made to a provider, not complaints about the NDIS.

AUSCARE SUPPORT is committed to taking all complaints seriously, treating all people fairly, and completing all corrective actions in a timely manner.

Definitions

A *complaint* is an expression of dissatisfaction with the provision of a service, including how a previous complaint was handled, for which a response or resolution is expected.

Scope

This policy applies when participants want to submit feedback or make a complaint.

This policy applies to all feedback and complaints received, regardless of the source.

This policy applies to all AUSCARE SUPPORT's representatives including key management personnel, directors, full-time workers, part-time workers, casual workers, contractors and volunteers.

Source Document

[NDIS \(Complaints Management and Resolution\) Rules 2018](#)

NDIS Terms of Business - Complaints

Related Processes

Manage Complaint Process

Related Documents

Complaint Record Form

Complaint Register

Policy

Who can make a complaint?

Anyone can make a complaint including:

- a participant
- a participant's family or guardian
- a participant's financial manager
- an advocate
- an employee
- a community member
- a professional
- a member of the public.

Complaints can be made:

- in person
- by email
- in writing
- by phone
- on the website.

Complaints help us:

- identify problems
- improve services
- provide better outcomes to participants.

Complaints can be made about any part of the quality or delivery of our services such as if there is dissatisfaction:

- with the way AUSCARE SUPPORT services are provided
- with decisions AUSCARE SUPPORT has made
- about the conduct of AUSCARE SUPPORT employees
- about personal information not kept private.

Complaints can be made anonymously. Complaints can be made to AUSCARE SUPPORT or directly to the Commissioner.

Complaint monitoring

- AUSCARE SUPPORT will monitor all complaints using a complaint register
- the complaint register should include up-to-date progress of each complaint and whether it is currently open or closed (resolved)

- if there is any doubt about the end resolution of a complaint, seek feedback from the person who made the complaint
- AUSCARE SUPPORT key management personnel will regularly review the register.

Complaint records and review

- accurate information of complaints received, including decisions made, actions taken and eventual outcomes, must be recorded and kept for 7 years from the date of the complaint, which allows us to:
 - enable reviews of any complaints received
 - assist in identifying any systemic issues raised
 - allow a response to the Commissioner, if required
 - be stored securely and accessible only by the people handling the complaints.

Complaint referrals

- complaints to the Commissioner may be referred to other agencies or bodies, if needed, including:
 - non-compliance with the NDIS code of conduct
 - inappropriate or unauthorised use of restrictive practice
 - employee screening issues e.g. if an AUSCARE SUPPORT employee was found to have a criminal history (for more information, refer to the worker screening policy)
 - incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies).

Our complaints system

AUSCARE SUPPORT's complaints system is documented and information on how to make a complaint is available to participants, their families, guardians or advocates in a way that is culturally appropriate.

AUSCARE SUPPORT works to ensure participants:

- are aware of their right to make a complaint
- feel empowered to make a complaint
- are supported to make a complaint
- are involved in the resolution process after making a complaint
- know they won't be adversely affected as a result of making a complaint.

Version Control

VERSION	DATE	AUTHOR	SUMMARY OF CHANGES
2.0	25/01/19	Project Manager, Accreditation	Revised policy to reflect change to regulation by NDIS Quality and Safeguards Commission
3.0	29/04/19	Project Manager, Accreditation	Addition of Related Documents