



POLICY – Complaints (Policy 1903)

Issue Date: May 2022

Revision Date: May 2025

Introduction

This policy seeks to clearly articulate the process by which complaints are managed in our organisation. Our complaint management process is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way,
- boost client and stakeholder confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our services.

Policy

We will promptly acknowledge receipt of complaints.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any employee/contractor who may be the subject of the complaint.

We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives. Our employees/contractors are empowered to resolve complaints promptly and with as little formality as possible.

We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

We will protect the identity of people making complaints where this is practical and appropriate.



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With respect to the delivery of NDIS services, if the participant is not happy with the provision of supports and wishes to make a complaint, the participant or their representative can talk to *Dr Kerith Duncanson* (Partner – Help Yourself) on 1300 652 620 or kerith@helpyourself.com.au.

If the participant is not satisfied or does not want to talk to this person, the participant is encouraged to phone the NDIS Commission on 1800 035 544 or complete an online complaint form at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>.