

Complaints and Feedback Procedure

Purpose and Scope

The purpose of this procedure is to ensure that complaints received from participants; employees or significant others are acknowledged and dealt with in a timely manner; and resolutions are identified and trialled.

Procedure

- If a participant makes a complaint to a staff member during a shift, then the staff member is required to pass this on to the Managing Director/Support Lead before the end of their shift.
- The complaint must be documented by the staff member and provided to All About You – Disability Services administration to be recorded in the participant's file.
- The complainant must be advised that the Participant Complaints Form is available to them and provided the opportunity and support by the staff member to complete it.
- A letter of acknowledgement will be sent to the complainant within 5 business days of receiving the complaint form.
- A meeting will occur between the complainant and the relevant parties within 2 weeks of the complaint to discuss the issue/s in detail.
- The complainant has the right to bring a trusted person, advocate or union representative to any meetings which take place in relation to the complaint.
- Options will be explored in order to determine a resolution to the complaint; correct the problem or concern; and prevent the issue from reoccurring.
- Timeframes will be put in place to allow All About You – Disability Services adequate time to implement solutions and monitor outcomes.
- Feedback from all relevant parties will be sought during any resolution trial period.
- Documentation will be kept in relation to meetings and correspondence regarding the complaint. The complainant has the right to request access to this documentation.
- If a resolution cannot be reached, the complainant has the right to contact additional supports such as the National Disability Insurance Agency; an Advocate; or the Health and Community Services Union.
- Information on making complaints must be provided in the participants' Service Agreement.