



FEEDBACK AND COMPLAINTS POLICY

SAFEGUARDING AND SECURITY

PURPOSE

This policy, together with the accompanying procedure, includes clear information and guidance on our complaint management system and how OC Connections will respond to, investigate and resolve feedback and complaints. This is to provide all participants, families, carers, workers and other stakeholders of OC Connections the opportunity to make complaints and offer feedback to the organisation.

SCOPE

This policy applies to all OC Connections Board members and workers. The term worker includes permanent and casual employees, contract workers, temporary agency workers, students, and volunteers.

Feedback or complaints may relate to any area of OC Connections or the performance of our staff. Feedback includes comments, compliments and suggestions.

This policy does not include the internal complaints process where an employee may have a grievance or dispute with the organisation. This matters are dealt with in the *Grievance and Dispute Resolution Process*.

POLICY

OC Connections values and actively welcomes feedback and complaints received from all its' participants, families and carers, workers and other stakeholders. Through a robust management system OC Connections will utilise available opportunities to identify and action areas for improvement and to share positive feedback and experiences.

All OC Connections workers have an active role in supporting participants to be heard and ensuring that they are encouraged to exercise their right to provide feedback and lodge complaints. We will foster a culture that is accountable when mistakes happen or expectations are not met and take these situations as an opportunity for improvement.

Our complaints process will follow the principles of procedural fairness and natural justice and will comply with the requirements under the *National Disability Insurance Scheme Act 2013* (the Act) and the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

OC Connections will:

- provide an easy and accessible process for making and resolving complaints.
- acknowledge, assess and resolve complaints in a fair, efficient and timely manner.
- take appropriate and proportionate action in relation to issues raised in complaints.



- ensure that no person is adversely affected because of making a complaint or assisting the NDIS Quality and Safeguards Commission (NDIS Commission) in relation to a complaint.
- provide all participants with information on how to complain and provide feedback, using the method of communication they are most likely to understand e.g. Easy Read, verbal or other agreed methods. This includes how to make an external complaint e.g. to the NDIS Commission.
- have a mechanism for people to make a complaint or to provide feedback about the CEO. This mechanism will ensure that the CEO does not handle, see or influence the complaint prior to it being reviewed by the Board.
- train workers in the complaint procedure through their initial induction into the organisation and in ongoing updates through staff meetings and professional development.
- ensure that appropriate information, support and assistance is provided to any person who wishes to make or has made a complaint. This may include coordinating external support e.g. an advocate.
- accept complaints verbally, in writing or any other way that the person making the complaint would like. Verbal complaints will be recorded in writing by the person receiving the complaint.
- accept and treat anonymous complaints in the same way as any other complaint.
- take all reasonable steps to ensure the complaints process is flexible to suit the nature of the complaint and the person making the complaint.
- keep all people involved in or impacted by a complaint informed throughout the investigation and resolution process.
- manage information concerning an individual's complaint in line with our *Privacy and Confidentiality Policy*.
- provide information and support to any person wishing to escalate their complaint e.g. to the NDIS Commission.
- provide complaint reports to the NDIS Commission or other regulator on request, in a timely and transparent manner.
- appoint a designated complaints officer/manager who is responsible for coordinating the handling of complaints and ensuring complaints are properly managed.
- monitor and review our complaints management system and individual complaints to identify systemic issues and continuously improve our services.
- report complaint and feedback information and trends to the Board of Directors.
- provide feedback (including compliments) to relevant parties in accordance with the reward and recognition initiatives of the organisation.



DEFINITIONS

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| Complaint | An expression of dissatisfaction with the provision of a disability service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected. |
| Compliment | An expression of praise, commendation or admiration. |
| Feedback | Comments, compliments or suggestions about OC Connections operations, service delivery or resources. |
| NDIS Commission | The National Disability Insurance Scheme Quality and Safeguards Commission. |
| NDIS Commissioner | Commissioner of the NDIS Quality and Safeguards Commission |

RELATED LEGISLATION AND REFERENCE DOCUMENTS

- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- NDIS Code of Conduct Rules 2018
- NDIS (Provider Registration and Practice Standards) Rules 2018
- Effective Complaint Handling Guidelines for NDIS Providers
- NDIS (Procedural Fairness Guidelines) 2018
- The Privacy Act 1988 (Cth)
- Feedback and Complaints Procedure
- Feedback and Complaints Response Form
- Feedback and Complaints Form for Participants
- Feedback and Complaints Form Easy Read
- Privacy and Confidentiality Policy
- Grievance and Dispute Resolution Process
- Continuous Improvement Policy
- Continuous Improvement Register