

CCA Carers & Caring for Carers Australia Complaint management (QLD)



Introduction

This policy is about complaints made to a provider.

All complaints are taken seriously, all people treated fairly, and all corrective actions completed in a timely manner.

Definitions

When
applies when participants want to submit feedback or make a complaint applies to all feedback and complaints received regardless of the source.
Who
applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors, and volunteers.

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.

Applicable Documents relevant to this policy

- Complaint record form
- Complaints register
- Disability Services Act 2006 (Qld)
- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Terms of Business
- Carers Recognition Act 2010

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Who can make a complaint?

Anyone can make a complaint including:

- A Carer
- A participant
- A Carer or participant's family member
- a professional
- a member of the public
- An employee

Complaints can be made:

- in person
- by email (ccaadmin@caringforcarersau.org)
- in writing (PO Box 24, Cannon Hill Q 4170)
- by phone (07-3902 0241)
- on the web @ caringforcarersau.org

Complaints help us:

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

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

- with the way services are provided
- with decisions we have made
- about the conduct of our employees
- about personal information not kept private.

Complaints can be made anonymously. Complaints can be made to us or directly to the Wellways.

Complaint monitoring

- all complaints should be monitored 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)

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- if there is any doubt about the end resolution of a complaint, seek feedback from the person who made the complaint
- regular reports from the complaint register should be provided to key management personnel for review.

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 Department of Communities, Disability Services and Seniors, or to the Queensland
- Ombudsman, if required

be stored securely and accessible only by the people handling complaints.

Complaint referrals

Complaints to Wellways, the Ombudsman may be referred to other agencies or bodies if needed including:

- non-compliance with the NDIS code of conduct
- non-compliance with the Carer's Recognition Act 2010
- worker screening issues e.g. if a worker 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).

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Our complaints system

Our complaints system is documented and information on how to make a complaint is available to participants, Their families, guardians or advocates in way that is culturally appropriate.

We work to ensure Carers 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.
- won't be adversely affected as a result of making a complaint.