

## Feedback & Complaints Policy Summary

### Purpose

InMotion Group aims to be fair and reasonable with staff (employees and contractors), suppliers, clients, their families and other stakeholders involved in service delivery such as Support Workers, accommodation providers, employers, insurance agents, allied health and medical practitioners.

InMotion Group understands that to provide quality, client centred services that meet our clients needs, we need to listen to feedback, manage and resolve complaints in a fair and timely manner. In addition, review any systemic issues and use these to drive continuous improvement actions.

The purpose of this policy is to explain how InMotion Group manages and resolves complaints, in particular how clients (including people with a disability) can make complaints about the provider and also escalate this further, for example to the NDIS Commission.

### Scope

For the purposes of this Policy the following are excluded from the scope of this Policy and they have another specific management process, such as:

- staff grievances
- staff concerns about a client's welfare
- appeals against a decision made about eligibility to receive services,
- complaints from funded or licensed service providers regarding its contractual arrangements with InMotion Group or complaints about funded or licensed service providers
- feedback and/or criticism for which a response is not expected
- incident
- fraud and corruption
- abuse and negligence
- protected disclosures and
- requests for service or information.

### Definitions

Feedback: Feedback is information about reactions to a service or support which is used as a basis for improvement. Feedback may be positive or negative reactions.

Complaint: A complaint is an act, situation, dispute, concern, problem, or complaint on any matter which a staff member, client or family member considers to be unfair or unjust.

Complainant: A person who makes a complaint to the NDIS Quality and Safeguards Commissioner, under Section 15 of the NDIS (Complaints Management and Resolution) Rule 2018.

## **Background**

In any employment or service situation, relationship problems, concerns or complaints do arise. It is important that satisfactory solutions be found so that problems are not escalated or continue unresolved which affects service delivery and people's well-being.

It is the policy of InMotion Group is to provide a fair and effective mechanism to investigate, rectify and resolve disputes, concerns or complaints. This policy promotes both informal and formal complaint resolution procedures structured to promote a fair, sensitive, quick and confidential process. To resolve disputes, problems or concerns, we encourage staff members, clients and their families to use this policy and procedure. We expect people to exercise good judgement and good faith in availing themselves of these rights. We do not expect people to make false allegations or complaints.

There will be no recrimination against people availing themselves of the rights established under this policy, and all proceedings will be handled under InMotion Group's Privacy Policy, which outlines how information is kept private and confidential.

InMotion Group complies with the NDIS (Complaints Management and Resolution) Rule 2018 in that we will assist people with a disability to provide feedback and/ or to make a complaint, by providing support, advocacy, interpreters and/ or information to raise this with the NDIS Quality and Safeguards Commission.

## **Key Points**

- Any person can make a complaint (including an anonymous complaint) to the registered NDIS Provider about the supports and/ or services provided by the provider, and
- InMotion Group seeks to provide an easy and accessible process for making and resolving complaints, and
- Ensures appropriate support and assistance is required to any person who wishes to make, or has made a complaint.
- Ensures the process can be varied, depending on the complaint
- Ensures that people who make complaints are afforded procedural fairness, when the complaint is managed and resolved by the provider. InMotion Group will be directed by the NDIS Quality and Safeguards Commission in relation to guidelines for procedural fairness.
- A person that makes a complaint, or a person with a disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint and
- Information provided in a complaint is kept confidential and only disclosed if required by law, or if the disclosure is otherwise appropriate in the circumstances.
- The person/s making the complaint is appropriately involved in the resolution of the complaint, and
- The person/s making the complaint is kept informed of the progress of the complaint, including any action taken, the reasons for decisions made and options for review of the decisions made in relation to the complaint.
- The person with a disability affected by an issue raised in a complaint is kept appropriately informed of the progress of the complaint, including any action taken for any decisions made and options for review of decisions, and is kept appropriately involved in the resolution of the complaint.



### **Roles and responsibilities**

The InMotion Group Directors are the sponsor of the InMotion Group Feedback, Complaints Management and Resolution Policy. In fulfilling these responsibilities Directors will seek to delegate some tasks to other InMotion Group employees, including our management team.

### **Monitoring, Evaluation and Review**

It is the responsibility of the Directors of InMotion Group to monitor and update this Policy and the associated Guidelines as required. At a minimum, these documents should be reviewed annually or when any significant new information, legislative or organisational change warrants amendments.