



## Complaints Policy and Procedure

### 1. Purpose

Inspire is committed to ensuring that any person or organization using services provided by Inspire or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability, and transparency.

Properly handled complaints result in improved organizational reputation.

### 2. Scope

This policy applies to all paid staff, contract workers, temporary agency workers, volunteers, and clients of Inspire.

### 3. Policy Statement

The organization will provide a complaints management procedure that:

- is simple and easy to use;
- is available to all members, clients, stakeholders via the Inspire website;
- ensures complaints are fairly assessed and responded to promptly;
- is procedurally fair and follows principles of natural justice;
- establishes a standard approach to manage complaints in a consistent, systemic, and responsive manner;
- identifies trends,
- eliminates causes of complaints,
- improves Inspire's operational effectiveness;
- complies with legislative requirements
- People with disability have the rights of freedom of expression, self-determination, decision-making.

### 4. Policy

#### 4.1 Our Commitment

If a complaint is received,

Inspire Will:

- treat the complainant with respect;
- tell the complainant what to expect while the matter is being looked into;
- carry out the complaint handling process in a fair and open way;
- provide reasons for decisions that are made; protect privacy.

#### 4.2 What can a complaint be about?

A complaint can be made about:

- the delivery of Inspire services or
- the behaviour of personnel.
- Inspire does not have authority.
- to investigate complaints about service providers but can assist participants.
- to be referred to NDIS Inspire
- and Safeguarding Commission.

### 5. Procedure

#### 5.1 Making a Complaint

A complaint can be made in writing or verbally to:

- the staff member involved;
- Tamara Frew-Wiese, founder of Inspire [tamara@inspire.com.au](mailto:tamara@inspire.com.au);
- [intake@inspire.com.au](mailto:intake@inspire.com.au) via the Inspire webpage.

If the complaint is anonymous, Inspire will be limited in the extent to which it can investigate without further information or inquiries from the complainant.

Where appropriate, complainants are encouraged to raise matters with the staff member involved or that person's manager, Tamara Frew-Wiese. Contact details can be found on the Inspire website.

Where an Inspire staff member makes a complaint concerning another staff member, it will be dealt with in accordance with Inspire's Grievance Policy and Procedures.

Any staff of Inspire who receive a written complaint are responsible for managing it.

### 6.2 Complaint Management

The person managing the complaint is responsible for:

#### a) Registering the complaint:

- registering the complaint in the complaints register;
- informing the complainant that their complaint has been received and providing them with information about the process and timeframe.

#### b) Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received. The person who has made the complaint (or their nominee, guardian, representative or advocate) has an integral role in resolving a complaint and will be included in the process as much as possible. Inspire will work with the

participant to ensure that their participation in the complaints process is accessible and communicated in a way that best suits their needs. Inspire will ensure that the participant and their supports will be treated with respect.

- the participant or person who has made the complaint will be kept informed regarding the progress and resolution of the complaint and will have the opportunity to provide feedback and input through the complaint process.
- NDIS participants will be reminded of the opportunity of having access to an advocate and will be provided with suggestions of how an advocate may be engaged.
- if the matter may have immediate risk to safety or security, the response will be immediate.
- determining if the complaint relates to Inspire .
- informing the complainant by letter within 10 working days of the complaint being received of the action to investigate and resolve it and expected timeframe for resolution.

#### c) Resolving the complaint:

- As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being resolved. If this timeframe cannot be met, the complainant will be informed of the reasons and of the alternative timeframe for resolution.
- Informing the complainant of the outcome, the reason(s) for the decision, remedies proposed or already applied and any options for further action if required.

#### d) Dissatisfaction with the resolution

- If the complainant is not happy with the outcome, the matter can be escalated to the NDIS Inspire and Safeguarding Commission if it has not already.

### 6.3 Record Keeping

A register of complaints will be kept by Inspire . The register will be maintained by Tamara Frew-Wiese and will record the following for each complaint:

- Details of the complainant and nature of the complaint
- The outcome, if any, the complainant is seeking
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action
- Lessons arising from the complaint.

Inspire will review the complaints register annually, as part of Inspire improvements and working to continually improve the services provided to our participants, in addition to improving Inspire internal business processes.

Copies of all correspondence and other materials received by Inspire in connection with complaints will be kept for 7 years.

The complaints register and files will be confidential and access is restricted to Tamara Frew-Wiese.

A summary of complaints and appeals will be kept by Inspire and maintained by Tamara Frew-Wiese.

#### 6.4 **Alternative complaints process:**

In some instances, a person may feel more comfortable making a complaint to an external organisation. Complaints about NDIS providers can also be made to –

NDIS Inspire and Safeguarding Commission

1800 035 544 (free call from landlines)

Disability Services Commissioner

1800 677 342 [complaints@od.vic.gov.au](mailto:complaints@od.vic.gov.au)

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