

Blue Feathers

Complaints Management Policy and Procedure

1. Introduction

Blue Feathers is committed to providing high quality disability services in compliance with the *Disability Services and Inclusion Act 2023*, *Disability Services and Inclusion (Complaints and Incidents Management) Rules 2023*, the *Disability Discrimination Act 1992*, the *NDIS Code of Conduct* and the *Australian Competition and Consumer Act 2010*.

The Complaints Management Policy and Procedure aims to outline the process for lodging, handling and resolving complaints in a fair, transparent and timely manner.

2. Scope

This policy and procedure applies to all individuals who receive supports and services from **Blue Feathers**, as well as their families, guardians, advocates, staff and any other stakeholders involved in the delivery of services.

3. Definitions

Complaint: An expression of dissatisfaction, whether justified or not, related to the provision of disability supports and services.

Complainant: Any individual or group lodging a complaint.

Respondent: The person or entity against whom the complaint is made.

4. Principles

Blue Feathers adheres to the following principles in managing complaints:

Accessibility: The complaints management and resolution process must enable any person to make a complaint (including an anonymous complaint) about the supports or services provided with an easy and accessible process for making and resolving complaints.

Support: Ensure appropriate support and assistance is provided to any person who wishes to make, or has made, a complaint, without fear of adverse consequences.

Timeliness: Complaints are acknowledged, assessed and resolved in a fair, efficient and timely manner.

Resolution: Appropriate action is taken in relation to issues raised in complaints.

Fairness: Each person with disability, affected by an issue raised in a complaint is able to raise the complaint through, or otherwise engage with, other complaint or referral pathways.

Learning and Improvement: The complaints process is used as an opportunity for **Blue Feathers** to identify areas for improvement in service delivery.

5. Lodging a Complaint

Complaints can be lodged through various channels, including written communication, email, phone, or in person. Anonymous complaints are accepted, but providing contact details may aid in the investigation process.

To write a letter of complaint, please send to:

Trudi Richardson
PO Box 12
Longlea, VIC 3551

To email a complaint, please send to:

trudi@bluefeathers.net

To phone with a complaint, please call:

Trudi 0416119716

To make a complaint in person:

Please phone 0416 119 716 and Trudi will schedule a time for a meeting asap.

6. Initial Assessment

Upon receiving a complaint, **Blue Feathers** will conduct an initial assessment to determine the severity and urgency of the issue. The complainant will be acknowledged within 48 hours, in writing via email, or phone call.

7. Investigation and Resolution

Blue Feathers will conduct a thorough investigation, gathering relevant information and consulting with all parties involved. A resolution will be sought, and efforts will be made to resolve the complaint within 14 days. If more time is needed, the complainant will be kept informed of the progress.

8. Documentation, Record Keeping and Statistics

a. Accessibility

This complaints management and resolution policy and procedure will be kept in a form that is accessible by persons with disability receiving supports or services from [YOUR NAME], and their families, carers and advocates.

b. Copies


Blue Feathers will provide copies of the complaints management and resolution policy and procedure to persons with disability receiving supports or services from **Blue Feathers**, and their families, carers and advocates and assist these same persons to understand how the documented system works.

c. Record Keeping period

All complaints, investigations and resolutions will be kept by **Blue Feathers** for 7 years from the day the record is made.

d. Complaints Register, Statistics and Reporting

A register of complaints will be kept by **Blue Feathers** for the collection of statistical and other information relating to complaints made to **Blue Feathers** to enable the following:

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- i) The review of issues raised in complaints;
 - ii) identify and address systemic issues raised through the complaints management resolution process;
 - iii) report information relating to complaints to the Australian Government Department of Social Services (as required by the Disability Services & Inclusion Act 2023), if requested to do so by the Department; and
 - iv) report information relating to complaints to other bodies that deal with complaints, if requested to do so by those bodies.

9. Confidentiality

All complaints, investigations, and resolutions will be registered and documented and kept confidential by **Blue Feathers**, except where required by Australian State, Federal or Territory law to release information related to a complaint.

10. Review of Policy

This complaints management policy and procedure will be reviewed annually to ensure its effectiveness and compliance with the *Disability Services and Inclusion Act 2023*, *Disability Services and Inclusion (Complaints and Incidents Management) Rules 2023* and any updates to relevant legislation.

11. Accessing Independent Support, Advice and Representation

If the complainant does not want to speak to **Blue Feathers**, independent support, advice and representation can be sought from the following:

National Disability Insurance Scheme (NDIS)

- Phoning **1800 035 544** (free call from landlines) or TTY 133 677, interpreters can be arranged.
- Completing a complaint contact form at **Complaints about a provider or worker | NDIS Quality and Safeguards Commission**

Australian Competition and Consumer Commission

- Phoning **1300 302 502**
- Completing a complaint form at **Report a consumer issue | ACCC**

If you are deaf and/or find hearing or speaking with people who use a phone, you can:

- Contact the National Relay Service **<https://www.accesshub.gov.au/about-the-nrs>** to help you
- then give them the number of the NDIS or ACCC above.

12. Services Review and Feedback

In conjunction with people with disability and their families, carers and advocates, **Blue Feathers** will seek feedback on the provision of services every 12 months as part of continuous improvement measures.

13. Referral Pathways

If required by law, **Blue Feathers** will refer or notify complaints to any other bodies in accordance with any requirements under relevant Commonwealth, State or Territory laws.