

### 3.1 Complaints Management

**Outcome:** Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well managed.

A to B Development has a feedback, complaints management and resolution system in line with the NDIS (Complaints Management and Resolution) Rules 2018. Due to the size of the organisation and for operational ease some of the documents for recording and managing complaints have been combined with the A to B Development's incident management policy and procedures (refer to Incident Management attachments).

A to B Development staff will use the complaint form to document all incidents. A to B Development is committed to listening to all complaints. These may be done by the participant or by someone on behalf of the participant. Complaints may be made over the phone, in person, by email or in any other way.

To ensure that participants are supported in the event of an incident, are involved in the review and informed of the outcomes A to B development follows the approach of the Victorian Disability Services Commissioner (Victorian Disability Services, 2022) in relation to actioning a complaint.

The approach recognises that people who make a complaint are generally seeking one or more of these four outcomes:

- Acknowledgment

A to B commits to ensuring that any participants or other stakeholders will have their complaint heard and that there is an acknowledgement that they have been impacted. A to B specifically commits to ensuring that we will listen, empathise, acknowledge and communicate with the person regarding resolutions to their complaint.

- Answers

A to B commit to communicating with people regarding complaints. A to B will communicate with the participant around what happened and why it happened. A to B will also provide information to all stakeholders.

- Action

If people, make a complaint about A to B Development they want to see action to address their concern. When dealing with complaints A to B Development will take action to fix the issue that has been raised and to prevent it happening to someone else. Actions coming after a complaint will be timely, specific, and communicated back to relevant stakeholders. A to B Development commits to maintaining contact with the person who made the complaint and other stakeholders to ensure they are satisfied with the action taken.



A to B Development

Occupational Therapy

Dubbo NSW 2830

#### - Apology

A to B Development acknowledges that in some cases an apology will be required. Where necessary A to B will provide a genuine apology. A to B Development commits to ensuring no-one is adversely affected because of making a complaint or a complaint being made on their behalf. All complaints are kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.

There may be times when a participant or advocate is not satisfied with the A to B response to their complaint. In these cases, the participant or their advocate will be supported to contact the NDIS commission.

Complaints to the NDIS Commissioner can be made by phoning 1800 035 544, and interpreters can be arranged.

The currency of knowledge of feedback and complaints management is maintained through annual training (refer Human Resources - Annual Training Plan). Regular review of the participant's Support Plan provides opportunity for ongoing feedback. Participant surveys provide further opportunities for feedback and complaints to be made and tests awareness of the participant's knowledge of how to make a complaint. A to B development survey all participants, annually. The participant can access a copy of the Feedback and Complaints Management Policy if interested – this is made known to them via the NDIS Service Agreement prior to commencement of services.

Linked Policies and Procedures:

Service Agreement

3.2 Complaint Report Form