

Policy: Complaints and Feedback

Policy Statement

StriveAbility will always do the best it can for its participants, representatives, and stakeholders. Complaints and other forms of feedback provide valuable information about participant satisfaction and an opportunity to improve upon all aspects of its service. Feedback is taken seriously by StriveAbility and is seen as an opportunity for improvement. However, it is recognised that from time to time a participant and/or representative might be dissatisfied with a service they receive. When a participant and/or representative has a complaint, or would like to offer feedback, the issue will be dealt with promptly, fairly and in a non-threatening way and with due regard to the participant and/or representative's rights. StriveAbility's preference is that grievances will be resolved through the procedures outlined below, but it is understood that on occasions, a participant and/or representative might choose not to follow this practice. They might prefer to make a complaint through an external agency and use the process of that agency to resolve the matter of concern. In these circumstances, StriveAbility is committed to working with the participant and/or representative.

Procedures:

- StriveAbility will ensure that all participants, and where they are identified, their representatives are provided with information about the Complaints and Feedback Policy when they first access the service, and that they are reminded of the policy and their rights to make a complaint without fear of affecting their service.
- Feedback can be provided to any staff member at any time in any way by a stakeholder, including through; email, in person, online, phone or survey.
- When a participant and/or representative makes a complaint or provides feedback about any aspect of their involvement with StriveAbility, the first step will be for the staff member to whom the complaint is made to listen respectfully and non-judgementally to the complaint and attempts to work with the participant and/or representative to resolve it.
- If this first response does not resolve the complaint, the participant and/or representative will be advised of their rights to make a formal written complaint to StriveAbility and to have an advocate to assist them. The participant and/or representative should be aided make the complaint.
- All formal complaints will be noted and recorded and filed for quality assurance purposes and retained as confidential documents, except to the Directors if required.
- Participants and/or representatives who make a formal complaint will:
 - immediately be informed of the Complaints and Feedback Policy;
 - be advised of their right to independent advocacy or representation of their own choice and assisted to access that if they wish to engage it; and
 - have their complaint dealt with confidentially and quickly, in an atmosphere of understanding and trust.

When a formal complaint is made, the Directors will meet with the participant and/or representative and their advocate if they have one, as soon as possible to review the complaint and endeavour to resolve the situation. The agreed resolution or reasons for non-resolution at this meeting are to be documented, and a copy provided to the parties involved.

StriveAbility – Policies and Procedures

If the participant and/or representative are not satisfied with the resolution, they will be directed to seek guidance from the NDIA. Complaints to the NDIA can be lodged; by email to feedback@ndis.gov.au or by phone on 1800 800 110.