

Diverse Recovery is committed to ensuring the any person using services provided by Diverse Recovery has the right to lodge a complaint and have their concerns addressed that ensures access, equity, fairness, accountability & transparency.

Diverse Recovery has a complaint management procedure that is:

- Simple & easy to use
- Is available to all participants and stakeholders via our website.
- Complaints are fairly assessed and responded to promptly.
- Is procedurally fair & follows the principles of natural justice.
- Complies with legislative requirements.

What you can expect from **Diverse Recovery** when you make a complaint:

- We treat you with respect
- Inform you what to expect while your complaint is being processed
- Provide you reasons for the decisions made
- Protect your privacy
- Not treat you differently because you have made a complaint

What can I complain about?

You can make a complaint to Diverse Recovery about the way a worker behaves, delivers services or neglects to deliver services. You can also provide feedback for us to improve our services.

Making A Complaint

If you wish to make a complaint you can do so verbally or in writing by:

- Speaking to our staff or Director directly
- Emailing us at erin@diverserecovery.com.au
- Completing the feedback & complaints form. This can be accessed via online from or printable download on our website: www.diverserecovery.com.au

We can help you if you require assistance or an interpreter.

How will your complaint be managed by Diverse Recovery?

1. Register the complaint

- The complaint will be entered onto our complaints register.
- We will let you know that your complaint has been received and provide the person with information about our process and the timeframe.

2. Investigate the complaint

- We will examine the complaint within 5 working days of the complaint being received.
- We will inform the person by letter within 10 working days of the complaint being received with information of what is being done to investigate and resolve the complaint.

Complaints Process

- Complaints will be, investigate & resolved within 20 working days of being received. If this time frame cannot be met, we will inform you of the reasons why & an alternative time frame.

3. Resolve the complaint

- Making a decision or referring to the appropriate people or organisation within 20 working days of receiving the complaint.
- Informing the person of the outcome, reason for the decision & any options for further action if required.

What if I am unhappy with the resolution?

If you are not happy with the outcomes of a complaint; you may be able to lodge a complaint with the NDIS Quality and Safeguards Commission. The Commission's office will determine if it has the power to investigate your complaint.

How Diverse Recovery Records Your Complaint

All complaints are kept securely on our Complaints Register. This is maintained and reviewed by our Director, Erin Johnston.

We will record the following information:

- Details and the nature of the complaint
- Date lodged
- Actions taken
- Date of resolution
- Indication of the person being notified of the outcome
- Complaint response and any further action

Copies of all correspondence or related materials received by Diverse Recovery to the complaint will be kept securely for 7 years. The complaints register and its files will be kept confidential, and access is restricted to our Director.