

Complaints, Disputes, and Feedback Policy

Purpose and Objectives

The purpose of this policy is to ensure complaints and grievances are managed fairly, respectfully, confidentially, and in a timely manner through open communication and procedural fairness.

You IncludEd is committed to maintaining positive and professional relationships with clients, families, contractors, and other service providers. However, from time to time concerns, complaints, or grievances may arise that require resolution in the interests of maintaining safe, respectful, and collaborative working relationships.

The procedures outlined in this policy are designed to support all parties involved in raising and resolving concerns in a constructive and supportive manner.

The objectives of this policy are to:

- Provide all parties with the opportunity to have concerns heard and addressed fairly, equitably, and promptly.
- Support constructive and respectful resolution of complaints and conflict situations.
- Ensure all parties have equal access to the complaints and grievance process.
- Resolve complaints and grievances with minimal stress to those involved.
- Maintain confidentiality wherever possible and appropriate.
- Promote a problem-solving and collaborative approach.
- Consider alternative outcomes or supports where appropriate.
- Ensure complaints are managed in accordance with relevant NDIS Practice Standards and professional obligations.

Application, Steps, and Process

1. Informal Resolution

Where appropriate and where the person feels comfortable to do so, concerns should first be raised directly with the person involved in an attempt to resolve the issue informally. In some situations, a discussion, clarification, or apology may resolve the matter quickly.

2. Formal Complaint



If the matter is not resolved informally, or the complainant does not feel comfortable addressing the issue directly, the complaint can be formally raised with You IncludEd by email, phone, or in writing.

Once a complaint is received, You IncludEd will:

- Acknowledge the complaint promptly.
- Listen to and document the concerns raised.
- Clarify the outcome the complainant is seeking.
- Review relevant information and circumstances relating to the complaint.
- Work collaboratively with those involved to seek a fair and respectful resolution.
- Maintain records of the complaint, actions taken, and outcomes where appropriate.

All complaints will be handled respectfully, confidentially, and in accordance with procedural fairness principles.

3. Resolution Process

Where appropriate, You IncludEd may arrange meetings with relevant parties to support resolution of the issue. All parties will be given the opportunity to share their perspective and participate respectfully in the process.

4. External Support or Escalation

If the complaint cannot be resolved internally, external supports such as professional mediation may be considered. Participants also have the right to raise concerns with external bodies including:

- The [NDIS Quality and Safeguards Commission](#)
- The [Fair Work Commission](#) (where relevant)
- Developmental Educators Australia (DEA)
- Other appropriate advocacy or regulatory bodies

5. Timeframes

Where possible, complaints and grievances should be acknowledged promptly and resolved within seven (7) working days. Complex matters may require additional time, and parties will be kept informed throughout the process.

6. Conflict of Interest

Where the Director is directly involved in the complaint or there is a conflict of interest, an independent external person may be engaged to support a fair resolution process.

Important Notes

- All parties are expected to cooperate respectfully throughout the complaints process.
- Services will continue as normal during the resolution process wherever safe and appropriate to do so.
- Any person involved in the complaint process has the right to feel safe and respected.
- Confidentiality will be maintained as much as possible, noting that information may need to be shared where required to appropriately investigate or resolve the matter.
- Victimisation, intimidation, or retaliation against any person making a complaint will not be tolerated.
- Complaints will be used as an opportunity for continuous improvement within the service.

Responsibilities

The Director of You IncludEd is responsible for:

- Managing complaints and grievances in a timely, respectful, and confidential manner.
- Ensuring procedural fairness throughout the process.
- Maintaining appropriate records of complaints and outcomes.
- Engaging external mediation or supports where appropriate.
- Ensuring clients and contractors are aware of this policy and how to make a complaint.
- Reviewing complaints to identify opportunities for service improvement.

Clients, families, and contractors are responsible for:

- Raising concerns as early as possible to support timely resolution.
- Participating respectfully in the complaints process.
- Providing relevant information to assist resolution where appropriate.
- Maintaining confidentiality and respectful communication throughout the process.

You IncludEd encourages open feedback and values complaints as an opportunity to improve service quality, strengthen relationships, and ensure safe and inclusive supports for all participants.



If the person making the complaint, dispute or feedback would like to speak to someone independent of You IncludEd, they can contact:

The National Disability Insurance Agency (NDIA)

- Phone 1800 800 110
- Email feedback@ndis.gov.au, or
- Visit one of their offices in person

The Health and Community Services Complaints Commissioner (HCSCC)

- Phone the HCSCC on 8226 8666 or 1800 232 007.
- Make an HCSCC complaint online.