

## Complaints Management Policy

### 1. Purpose

This policy outlines AT Resolutions' commitment to fair, confidential, and accessible complaint handling across all service types — including NDIS and non-NDIS clients.

While currently operated by a sole employee, this policy remains scalable for future growth and subcontractor engagement, ensuring a consistent and transparent approach to complaints handling.

### 2. Scope

Applies to:

- All clients, participants, carers, and service partners
- All complaints relating to service quality, communication, or conduct
- All services, including those under the NDIS and private/self-funded arrangements

### 3. Definition of a Complaint

A complaint is any expression of dissatisfaction about a service, interaction, decision, or the way a service was delivered or managed.


This includes:


- Timeliness of equipment servicing or repairs
- Communication with clients or carers
- Perceived lack of respect or dignity
- Disputes over process or follow-up

### 4. How to Make a Complaint

You can raise a complaint by:

 Email: [admin@atresolutions.com.au](mailto:admin@atresolutions.com.au)

 Phone: 0435 261 745

 In person or through a support person

Anonymous complaints will also be accepted.

Where a complaint may relate to the sole operator, an external reviewer (e.g. a nominated adviser, qualified consultant, or business peer) may be brought in to support transparency and integrity.

## **5. Complaint Process**

1. Acknowledgement – Within 48 hours
2. Entry into Complaints Register
3. Review – If applicable, external advice may be sought
4. Outcome and Action – Communicated within 10 business days
5. Corrective Action – Tracked in register and implemented

## **6. Escalation Pathways**

If you are not satisfied with the outcome, you may escalate your concern to:

- NDIS Quality and Safeguards Commission – for NDIS participants
- ACT Human Rights Commission – for all service users
- Any independent advocate or legal support you choose

## **7. Confidentiality and Safety**

All complaints are handled respectfully and confidentially. No one will be penalised for raising a concern.

## **8. Continuous Improvement**

All complaints are reviewed to identify service improvements. Actions are recorded in the *Complaints and Corrective Action Register* and reported at regular review intervals.