



Learning Ready Behaviour Services
P.O. Box 1200 Strawberry Hills NSW 2012
Serving the Eastern Suburbs of Sydney
P: 0478 044 554
E: natasha@learningready.com.au
w: www.learningready.com.au

Name of Policy: Complaints Policy
Date Issued: 10/06/2019
Date of Review: 10/06/2020

Scope

LRBS is committed to fair, efficient and effective feedback through complaint handling, and demonstrating ethical and client-oriented behaviour across all aspects of the complaints process. This policy includes information for individuals about the manner in which Learning Ready Behaviour Services (LRBS) addresses complaints, how to make a complaint, and what to do if dissatisfied with the way LRBS is handling your complaint.

Policy Principles

- Individuals, their families, and/or carers have the right to raise any complaints or concerns regarding any matter related to services provided by LRBS, and to have their concerns resolved fairly and efficiently;
- Individuals, their families, and/or carers will be listened to and treated respectfully by staff and will be actively involved in the complaint process where possible and appropriate;
- Complaint handling shall, wherever possible, focus upon improving existing services.
- LRBS will take all reasonable steps to ensure that people that make a complaint are not adversely affected because a complaint has been made by them or on their behalf;
- Individuals, their families, and/or carers have the right to maintain privacy and confidentiality when making a complaint;
- Individuals, their families, and/or carers have the right to be informed about the internal and external avenues open to them to raise their concerns and are provided with accessible ways to make a complaint.

What can you make a complaint about?

Professional and Ethical Behaviour

- All Board Certified Behaviour Analysts (BCBAs), Board Certified Assistant Behaviour Analysts (BCaBAs), and those working towards these certifications at Learning Ready Behaviour Services, adhere to the Professional and Ethical Compliance Code as set out by The Behavior Analyst Certification Board <http://www.bacb.com>

Administrative Complaints

- Individuals, their families, and/or carers have the right to make complaints about administrative processes, policies and conduct.

Making a Complaint to Learning Ready Behaviour Services

Where possible, individuals, their families, and/or carers are encouraged to attempt to resolve a complaint directly with LRBS. A complaint can be made using the following avenues:

- In person
- By phone (0478 044 554)
- By email (natasha@learningready.com.au)

Responding to Complaints

Individuals can expect a complaint to be acknowledged within 24 hours of LRBS receiving the complaint. After acknowledging the receipt of the complaint, we will do the following:



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- Confirm whether the issues raised in the complaint are within the control of LRBS;
- Consider the outcome/s sought by the individual making the complaint;
- Determine, when more than one issue is raised, whether each issue needs to be addressed separately.

In assessing how a complaint will be managed, we will consider:

- How serious, complicated, or urgent the complaint is;
- Whether the complaint raises concerns about people's health and safety;
- How the subject of the complaint is being affected;
- Whether the resolution requires the involvement of other parties.

After assessing the complaint, we will consider management strategies, which may include:

- Gathering information from the staff member or area that the complaint is about, or
- Investigating the claims made in the complaint;
- Collaborating with the person making the complaint in identifying possible outcomes.

We will, as regularly as appropriate, keep the individual informed on the progress of the management of the complaint, particularly if there are any delays. We will also communicate the outcome of the complaint in the most appropriate way possible. The actions we decide to take will be tailored to each case and will take into account any statutory requirements.

Throughout the review of the complaint we will keep comprehensive records detailing:

- The nature of the complaint;
- The details of the assessment of the complaint;
- How the complaint was managed;
- The outcome/s of the complaint and how this reflects upon future service provision and service policy;
- Any outstanding actions requiring follow up.

At the conclusion of our investigation into the issues raised, we will contact the person making the complaint and advise them on:

- The outcome of the complaint and any action taken;
- The reason/s for our decision/s;
- The remedy or resolution/s that we have proposed to put in place.
- Options for external review of the outcome

External Review Options

Should the individual, family, and/or carer be unsatisfied with the way LRBS has addressed their complaint, the following external contacts are available:

- **Complaints concerning clinical or ethical matters:**
Behavior Analyst Certification Board
- Email (via website): <http://www.bacb.com/contact-us/>
- Phone (US): (0011 1) 1-720 438 4321



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- Mail: Behavior Analyst Certification Board
7950 Shaffer Parkway
Littleton, CO 80127 USA

- **Complaints concerning all other matters:**
Ombudsman NSW Disability Services
- Email: nswombo@ombo.nsw.gov.au
- Phone: 1800 451 524 /
- Local Phone: (02) 9286 1000
- Online: <http://www.ombo.nsw.gov.au/complaints/making-a-complaint>