

Enable Fitness Centre

Complaints and Feedback

Policy & Procedure



Enable Fitness Centre is committed to ensuring any person using the services provided by Enable Fitness Centre, or is affected by its operations, has the right to file a complaint or provide feedback, and to have their concerns resolved in ways that are equitable, fair, accountable and transparent.

Enable Fitness Centre will provide a complaints and feedback management procedure that:

- Is simple and easy to use.
- Is available to all clients in person and online.
- Ensures complaints are fairly assessed and responded to promptly.
- Is procedurally fair and follows principles of natural justice.
- Complies with legislative rules and guidelines.

If you make a complaint to Enable Fitness Centre you can expect that we will:

- Treat you with respect.
- Inform you what to expect while your complaint is being looked into.
- Carry out the complaint handling process in a fair and open way.
- Provide reasons for decisions that are made.
- Protect your privacy.

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to Enable Fitness Centre about the delivery of services. It is not the intent of this policy to allow a person or organisation to complain about the outcome of such consultations if the final result does not agree with that person's or organisation's position.

A person may, however, lodge a complaint about the management or response to a complaint if a documented consultation process was not undertaken, or undertaken poorly.

MAKING A COMPLAINT

A person may seek support from family, a friend or an independent advocate in making a complaint. Complaints can also be made anonymously, however, we won't be able to provide updates or inform the complainant of the resolution of the complaint if it is reported anonymously.

A person who wants to make a complaint or provide feedback can do so verbally in person or via phone on (08) 8261 7537 to:

- The staff member they were dealing with at the time, unless you are making a complaint about that staff member;
- Another staff member; or
- Any member of management, including the Practice Manager, General Manager or Operations Manager

Complaints and feedback can also be provided in writing. A complaints and feedback template is available to access and download from www.enablefitnesscentre.com.au. Written complaints may be sent via post to 614 North East Road Holden Hill SA, or via email to admin@enablefitnesscentre.com.au.

The General Manager will be responsible for receiving this correspondence and handling the complaint or concern process.

PROCEDURE FOR COMPLAINTS MANAGEMENT

The General Manager will manage the complaint and will be responsible for:

1. Registering the complaint:

- All complaints and concerns are lodged on the Enable Fitness Centre Complaints and Feedback Register.
- The complainant will be notified that their complaint has been received and that we will provide them with all relevant information about the process and time frame for an outcome.

2. Investigating the complaint:

- Examine the complaint within 5 working days of the complaint being received.
- Inform the complainant (by whichever means of contact preference is documented) on what is being done to investigate and resolve the complaint, and the expected time frame for resolution.
- Where possible, complaints or appeals will aim to be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:

- Make a decision or refer to the appropriate people for a decision within 20 working days of the complaint being received.
- Inform the complainant of the outcome and 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 will determine if it has the power to investigate your complaint.

You may seek support from family, a friend or an independent advocate in making a complaint. A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.

- Completing a [complaint contact form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

RECORD KEEPING

Enable Fitness Centre will keep copies of all the complaints. The General Manager will maintain the register and the complaints will need to have the following information lodged:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence received by Enable Fitness Centre in connection with any complaints will be kept and stored digitally for 7 years.

The complaints database and files will be confidential and access is restricted to the General Manager, Operations Manager and Practice Manager.

MONITOR AND REVIEW

This policy and procedure will be monitored for compliance and effectiveness by the Enable Fitness Centre General Manager, and updated at their discretion, or at any time due to legislative change.

A review will be conducted by the General Manager at least every 3 years.