

3. Complaints Policy and Procedure

1. Purpose

Quality SC is committed to ensuring that any person or organisation using services provided by Quality SC or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability, and transparency.

Properly handled complaints result in improved organisational reputation.

2. Scope

This policy applies to all paid staff, contract workers, temporary agency workers, volunteers and clients of Quality SC.

3. Policy Statement

The organisation will provide a complaints management procedure that :

- is simple and easy to use;
- is available to all members, clients, stakeholders via the Quality SC website
- ensures complaints are fairly assessed and responded to promptly;
- is procedurally fair and follows principles of natural justice;
- establishes a standard approach to manage complaints in a consistent, systemic and responsive manner;
- identifies trends, eliminates causes of complaints and improves Quality SC's operational effectiveness;
- complies with legislative requirements
- supports people with disability and their rights of freedom of expression, self-determination and decision-making.

4. Policy

4.1 Our Commitment

If a complaint is received, Quality SC Will:

- treat the complainant with respect;
- tell the complainant what to expect while the matter is being looked into;
- carry out the complaint handling process in a fair and open way;
- provide reasons for decisions that are made;
- protect privacy

4.2 What can a complaint be about?

A complaint can be made to Quality SC about the delivery of Quality SC services or the behaviour of personnel. Quality SC does not have the authority to investigate complaints about service providers but can assist participants to be referred to the NDIS Quality and Safeguarding Commission if they would like to make a complaint to the Commission.

5. Procedures

5.1 Making a complaint

A complaint can be made in writing or verbally to:

- the staff member involved;
- Nadia Arnott, founder of Quality SC nadia@qualitysc.com.au
- feedback@qualitysc.com.au via the Quality SC webpage

If the complaint is anonymous Quality SC will be limited in the extent to which Quality SC can investigate the complaint without the ability to obtain further information or make further inquiries from the complainant.

Where appropriate, complainants are encouraged to raise the matter with the staff member involved or to that person's manager, Nadia Arnott. Contact details of can be found on the Quality SC website.

Where a Quality SC staff member / subcontractor makes a complaint concerning another staff member / subcontractor, it will be dealt with in accordance with Quality SC's Grievance Policy and Procedures.

Any staff of Quality SC who receive a written complaint is responsible for managing the complaint with the support of Nadia Arnott, business founder.

6.2 Complaints Management

The person managing the complaint is responsible for:

a) Registering the complaint:

- registering the complaint in the Quality SC complaints register (to be actioned by Nadia Arnott)
- informing the complainant that their complaint has been received and providing them with information about the process and timeframe.

b) Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received.
- the person who has made the complaint (or their nominee, guardian, representative or advocate) has an integral role in resolving a complaint and will be included in the process as much as possible. Quality SC will work with the participant to ensure that their participation in the complaints process is accessible and communicated in a way that best suits their needs. Quality SC will ensure that the participant and their supports will be treated with respect.
- the participant or person who has made the complaint will be kept informed regarding the progress and resolution of the complaint and will have the opportunity to provide feedback and input through the complaint process.
- NDIS participants will be reminded of the opportunity of having access to an advocate and will be provided with suggestions of how an advocate may be engaged.
- if the matter may have immediate risk to safety or security, the response will be immediate.
- this includes determining if the complaint relates to Quality SC.

- informing the complainant by letter within 10 working days of the complaint being received, of the action to investigate and resolve it and expected timeframe for resolution.

c) Resolving the complaint:

- As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this timeframe cannot be met, the complainant will be informed of the reasons and of the alternative timeframe for resolution.
- Informing the complainant of the outcome, the reason(s) for the decision, remedies proposed or already applied and any options for further action if required.

d) Dissatisfaction with the resolution

- If the complainant is not happy with the outcome, the matter can be escalated to the NDIS Quality and Safeguarding Commission if it has not already.

6.3 Record-keeping

A register of complaints will be kept by Quality SC within the Feedback Register. The register will be maintained by Nadia Arnott and will record the following for each complaint:

- Details of the complainant and nature of the complaint
- The outcome, if any, the complainant is seeking
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action
- Lessons and business improvements arising from the complaint.

Quality SC will review the complaints register annually, as part of quality improvements and working to continually improve the services provided to our participants, in addition to improving Quality SC internal business processes.

Copies of all correspondence and other materials received by Quality SC in connection with complaints will be kept for 7 years.

The complaints register and files will be confidential and access is restricted to Nadia Arnott.

A summary of complaints and appeals will be kept by Quality SC and maintained by Nadia Arnott.

6.4 Alternative complaints processes:

In some instances, a person may feel more comfortable making a complaint to an external organisation. Complaints about NDIS providers can also be made to –

NDIS Quality and Safeguarding Commission
1800 035 544 (free call from landlines)

Disability Services Commissioner
1800 677 342
complaints@odsc.vic.gov.au

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