



**YOUR VILLAGE TRAINING
AND SUPPORT**
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YOUR VILLAGE

Training and Support

Complaints Handling

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Policy Outline

Purpose

The purpose of this policy is to ensure that complaints made by clients, staff, contractors, and other stakeholders are handled in a responsive, efficient, effective, and fair manner. **Your Village Training and Support** views complaints as a critical opportunity to improve services and organisational processes in line with the **NDIS Complaints Management and Resolution Rules 2018**.

Scope

This policy applies to all clients, employees (full-time, part-time, permanent, fixed-term, and casual), volunteers, contractors, and individuals undertaking work experience or vocational

placements at **Your Village Training and Support**. It covers complaints related to all services provided under the **National Disability Insurance Scheme (NDIS)**.

Policy Statement

Your Village Training and Support is committed to handling complaints in a way that ensures fairness, transparency, and resolution. Complaints are recognised as valuable feedback that can drive systemic improvements, helping us to provide higher quality services and better outcomes for people with disabilities.

We support the right of clients, families, and other stakeholders to raise concerns and complaints when they are dissatisfied with the actions, inactions, or decisions made by our organisation. We aim to resolve complaints in a manner that respects the rights of all parties involved while adhering to the principles of procedural fairness as outlined by the **NDIS Quality and Safeguards Commission**.

Complaints that may be Resolved under this Policy

This policy encourages the prompt reporting of any of the following concerns:

- Breaches of the **Code of Conduct**, including workplace bullying, harassment, or privacy violations.
- Issues involving the behaviour of employees, volunteers, or clients that contradict organisational policies.
- Concerns regarding the quality or safety of services delivered under the **NDIS**.
- Communication breakdowns or disputes between employees, clients, or stakeholders.
- Disputes related to financial or administrative matters, such as fees or invoicing.
- Complaints related to the management of clients, including care plans or service agreements.

Complaints can be made by clients, their families or carers, employees, or other relevant parties.

Issues Outside this Policy

The following matters fall outside the scope of this policy and should be addressed through appropriate channels:

- **Child protection concerns:** These must be handled in accordance with child protection laws and the organisation's **Child Protection Policy**.
 - **Workplace bullying and harassment complaints:** These are to be handled under the **Workplace Bullying Policy**.
 - **Serious criminal matters:** Any reports of criminal conduct will be referred to the police.
 - **Legal disputes:** Any formal legal proceedings will be managed in consultation with legal counsel.
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Complaints Handling Principles

Your Village Training and Support manages complaints based on the following key principles, in compliance with the **NDIS Complaints Management and Resolution Rules 2018**:

- **Accessibility:** Complaints can be submitted easily by clients, their families, staff, or others. Information on how to make a complaint is readily available.
 - **Confidentiality:** Complaints will be handled with discretion, and personal details will only be shared on a need-to-know basis.
 - **Timeliness:** All complaints will be acknowledged promptly, and efforts will be made to resolve complaints as quickly as possible, ideally within 14 days.
 - **Support:** Complainants will be provided with appropriate support, including assistance to contact the **NDIS Quality and Safeguards Commission** if necessary.
 - **Procedural fairness:** All parties involved in a complaint will be given an opportunity to present their views. Decisions will be made impartially and based on evidence.
 - **Non-retaliation:** Complainants and respondents will not face retaliation or adverse consequences for making or being involved in a complaint.
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Responsibilities

Organisation

Your Village Training and Support is responsible for:

- Developing and implementing this **Complaints Handling Policy** and ensuring it complies with **NDIS Rules**.
 - Communicating this policy to clients, staff, and other stakeholders.
 - Training staff on complaints handling procedures, with a focus on resolving complaints fairly and efficiently.
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- Monitoring and reviewing the complaints process to ensure continuous improvement.
- Reporting significant complaints or systemic issues to the **NDIS Quality and Safeguards Commission** as required.

All Parties to a Dispute

All parties involved in a complaint, whether as the complainant, respondent, or otherwise, are expected to:

- Act honestly and cooperatively throughout the complaints process.
- Provide accurate and relevant information in a timely manner.
- Respect the privacy and confidentiality of all other parties involved.
- Avoid retaliatory actions or behaviours.

Employees Receiving Complaints

Employees who receive complaints must:

- Acknowledge the complaint professionally and ensure it is escalated appropriately.
- Inform the complainant about how the complaint will be handled and what information is required.
- Maintain confidentiality throughout the process.
- Ensure the complaint is logged in the **Complaints Register**.

Managing Director as Complaints Manager and Officer

The **Managing Director** will act as both the **Complaints Manager** and the **Complaints Officer**. This includes being responsible for:

- Educating staff on the complaints handling system.
- Receiving, investigating, and resolving complaints in line with procedural fairness.
- Liaising directly with all parties involved in a complaint, ensuring that appropriate actions are taken to resolve the matter.
- Keeping accurate records of complaints in the **Complaints Register**.
- Reporting systemic issues to the **NDIS Quality and Safeguards Commission** where necessary.
- Ensuring that all complaints are handled impartially and in a timely manner, aiming for resolution within 14 days wherever possible.

Complaints Register

All formal complaints are documented in the **Complaints Register**. This register ensures transparency and accountability and is regularly reviewed to identify any patterns or systemic issues that need to be addressed.

How to Make a Complaint

Complaints may be lodged using one of the following methods:

- **Online:** Clients can use the Online Complaints Form available on the **Your Village Training and Support** website to submit a complaint.
- **Email:** Complaints can be sent directly to the **Managing Director**, who also acts as the **Complaints Manager**.
- **Phone:** Clients may call **Your Village Training and Support** and ask to speak with the **Managing Director**.
- **In Person or Letter:** Complaints can also be delivered in writing or verbally at the organisation's office.

Upon receipt, complaints will be acknowledged within 2 working days and assigned a priority level. The goal is to resolve complaints within 14 days where possible.

Additional Information for Staff Complaints

Staff complaints will be handled through the normal chain of command, starting with the employee's immediate supervisor. If the complaint concerns the supervisor, it will be escalated to the **Managing Director**.

What to Do if You Are Not Happy with How Your Complaint Was Handled

If you are not satisfied with how your complaint was managed by **Your Village Training and Support**, you have the right to escalate your concerns. Here are the steps you can take:

1. **Request a Review:** You can request a review of the complaint handling process by the **Managing Director**. Provide specific reasons why you believe the complaint was not handled appropriately or satisfactorily.
2. **Contact the NDIS Quality and Safeguards Commission:** If you still have concerns about the services or supports you received or how your complaint was managed, you may contact the **NDIS Quality and Safeguards Commission**. This independent Commonwealth agency is established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints 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.

You can make a complaint to the NDIS Commission by either:

- Completing a **complaint contact form** available on their website.
- Calling 1800 035 544.
- If you are deaf or hard of hearing, you can contact:
 - TTY on 1800 555 677
 - National Relay Service on 1800 555 727.

For more information, visit the [NDIS Commission website](#).

Compliance with NDIS Complaints Management and Resolution Rules

In accordance with the **NDIS Complaints Management and Resolution Rules 2018**, **Your Village Training and Support** ensures that:

- Clients and staff are aware of their right to make complaints to the **NDIS Quality and Safeguards Commission**.
- The complaints process is accessible to all, including people with disabilities, and assistance is provided when necessary.
- Complaints are handled fairly and confidentially, with procedural fairness for all parties.
- Records of complaints are kept for at least 7 years, as required by the **NDIS** rules.
- Complainants and individuals involved in a complaint are not adversely affected for raising concerns.

Your Village Training and Support also complies with the requirement to review its complaints management system periodically to ensure it remains effective.

Implementation

Your Village Training and Support is committed to raising awareness of this policy across the organisation. This includes training staff, informing clients about how to make a complaint, and promoting the policy on the organisation's website and other communication channels.

The organisation will maintain appropriate records, monitor complaint outcomes, and report on the effectiveness of the complaints process to the Managing Director.

By ensuring compliance with both internal procedures and **NDIS Complaints Rules, Your Village Training and Support** aims to create an open and safe environment where all complaints are treated with the respect and seriousness they deserve.