

## COMPLAINTS PROCESS

We acknowledge that issues may arise during the course of a therapeutic relationship. While we endeavour to address all of your concerns, we understand that there are times where formal written complaints may be warranted. Prior to lodging a formal written complaint, we ask that you follow the below steps.

**Step 1:** Address the complaint with the relevant therapist / allied health assistant/administration team (if you feel comfortable). Or alternatively, address the complaint with the client care officer and outline the nature of the complaint and what it pertains to.

**Response:** The relevant team member will attempt to address and facilitate a resolution. Should you wish to proceed with a formal written complaint please fill out the form below.

All formal complaints are managed and dealt with by the company's directors. You can therefore be assured that we will reach an outcome that all parties can be satisfied with.



Please note that individuals making a complaint will not be adversely affected as a result of making a complaint. All information provided is kept confidential unless otherwise required by law. All individuals making a complaint are afforded procedural fairness when a complaint is made. The following will be completed within one week.

Kind Regards,

Two handwritten signatures in black ink. The first signature is "M Scott" and the second is "J Scott".

**Matthew Scott & Judy Scott**  
Directors

**OUR VALUES ARE:**

**ALWAYS LEARNING | CONTRIBUTING | DEPENDABLE | NURTURING**

# COMPLAINT FORM

## To be completed by person making the complaint.

Name of Client:

Date of Complaint Made:

Name and Contact  
Details of Person  
Making  
Complaint:

Brief Description  
of Complaint:

Do you wish to take this complaint to the NDIS Quality and Safeguards Commissioner? If so, contact information will be provided.

Do you wish to have contact details for Advocacy Organisations?

## To be completed by office.

Investigation  
Details:

Date of Complaint Received:

Resolution  
Options:

Resolution/Redres  
s Completed and  
details thereof:

Person  
responsible for  
responding to the  
complaint

Date of Resolution/

Other Notes:

Written acknowledgement issued (within 5 business days)

Date of Closure:

Complaint recorded in Complaints Management Register

# COMPLAINT MANAGEMENT PROCESS

The complaints management process has been compiled in reference to the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

## **Purpose of the Complaints Process**

The purpose of this process is to have a system in place to manage and resolve complaints about the supports and services provided by Judy Scott, Occupational Therapist. The system ensures that complaints can be made easily and dealt with fairly and quickly. Records must be kept of complaints received. Judy Scott, Occupational Therapist, has a responsibility to ensure that appropriate support and assistance is given to any person who makes a complaint. There is also a responsibility to provide assistance to a person making a complaint to contact the Commissioner when necessary.

## **Recrimination and Confidentiality**

Individuals making a complaint or persons with a disability affected will not be adversely affected as a result of making a complaint. All information provided is kept confidential unless otherwise required by law. All individuals making a complaint are afforded procedural fairness when a complaint is made.

## **Complaint Transparency**

Details of the complaint and the reporting process are documented in the Complaint Form. Upon engagement, the Complaint Management Process Policy and the process relating to individual complaints will be provided to all stakeholders via electronic format. A fortnightly (minimum) progress update will also be provided throughout the process to all stakeholders to support the transparency of the process and ensure that all stakeholders are informed and included in the process.

## **Complaints Process Progress and Review**

Persons involved in the complaint must be kept appropriately informed of the progress and actions taken. Contact information for the Commissioner is made available for all individuals making a complaint who require this. Complaints are notified to other bodies (for example, Allied Health Practitioner Regulation Agency) as required.

## **Documentation**

This complaints management process is made available to all individuals making a complaint or requesting information regarding the Complaints Management Process. Judy Scott, Occupational Therapist, documents all complaints received via the complaints register and a form is available for people making a complaint to complete. Records are kept are kept within the register pertaining to

- (a) Information about complaints;
- (b) Action taken to resolve complaints; and
- (c) Outcome of action taken.

Records are kept for 7 years from the time the record is made as per NDIS Complaints guidelines.

## **Anonymous Complaints**

Upon engagement, clients are informed that they are welcome to make an anonymous complaint. Complaints made by stakeholders wishing to remain anonymous can be submitted in writing, via website or email, phone, text message or another preferred format.

## **Roles and responsibilities, compliance and training of workers**

Everyone in the organisation has a responsibility to vigilantly assess and attend to complaints promptly and thoroughly. Each employee must read, understand and remain compliant with the complaints management policy. Judy Scott, Occupational Therapist is able to review identify systematic issues raised through the complaints system and make appropriate changes to the process.

## **Complaints to the Commissioner**

The Commissioner will accept complaints made in person, in writing, or by some other means. Complaints can be made anonymously. They can be withdrawn at any time. The Commissioner will provide the necessary support to persons making a complaint and those affected by it.

# COMPLAINT MANAGEMENT PROCESS FLOW CHART

Complaints must be handled efficiently and effectively. The following process has been identified for use in complaints management: Completed by person making the complaint.



## STEP 1

### **The complaint is received & recorded**

Formal form received by office & recorded in the "Complaints Management Register"

## STEP 2

### **The complaint is acknowledged**

The complaint is acknowledged in writing (email) with assurance it will be addressed within 5 working days.

## STEP 3

### **The complaint is assessed**

If the complaint does not warrant further investigation, an outcome will be provided to the client. Otherwise, it will be investigated.

## STEP 4

### **The complaint is investigated**

If warranted, a thorough investigation will be completed by the Directors and a resolution plan will be implemented.

## STEP 5

### **Final outcome is provided to client**

A written response will be provided to the client outlining investigation findings and options for redress.

## STEP 6

### **Close of complaint**