One 2 One One person at a time	**ONE2ONE POLICY**			
	Title	Complaints and Feedback	**Policy No**	21
	Indicator	CM2 – Governance and Operational Management	**Reviewed**	12/03/2025

1. PURPOSE AND SCOPE

The purpose of this policy is to establish mechanisms for consumers and family members, carers, staff and advocates to provide feedback to One2One or to lodge a complaint. Feedback and Complaints are seen to have an important role in contributing to service improvement at One2One.

This policy has been framed around the NDIS Practice Standards, National Standards for Disability Services and applies to all One2One's supports and services.

2. POLICY STATEMENT

One2One welcomes feedback about its services including suggestions, commendations, requests for service improvements and complaints. Consumers and their families, carers, staff and advocates are encouraged to provide feedback and make complaints if necessary, and are made aware of how to do this without fear of any adverse consequences. Consumers and their families have the right to access advocacy support when raising an issue or complaint, if they choose.

One2One is committed to ensuring that all of its consumers and their families, carers, staff and advocates are free to lodge grievances, to have them dealt with promptly, fairly and non-threateningly, and to have those grievances resolved wherever possible. Treatment of disputes and grievances will be fair to both complainant and respondent, responded to courteously and will be given high priority for resolution.

3. DEFINITIONS

Positive Feedback is defined as comments, compliments or experiences that recognises what One2One does well, or the high quality of our supports and services.

Negative Feedback is defined as an expression of something that isn't working well, could be improved or caused some dissatisfaction. It is less serious than a complaint but still provides valuable insight for improving our supports and services.

Formal Complaints are defined as a serious expression of dissatisfaction or grievance with supports and services provided by One2One. It may be declared a complaint by either the complainant or One2One, even if the word 'complaint' is not used. Once it is considered a formal complaint, it will be managed and addressed as such.

4. SUBMITTING FEEDBACK AND COMPLAINTS

Feedback and complaints can be submitted to One2One in verbally or in writing – in person, via phone, email, post or through a form on the One2One website. Submissions can be made anonymously.

- All feedback and complaints received will be handled in accordance with One2One's standard process as outlined in this policy and One2One's Complaint Handling Procedure.
- Where feedback or complaints are submitted anonymously and no contact details are provided, One2One will not be able to provide a response or updates, however the matter will still be considered and managed through the standard process.

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5. ADVOCACY AND ADDITIONAL SUPPORT

During the handling of a formal complaint, the complainant may at any time seek an advocate to work with and support them. One2One will engage either of the following options:

- A Service Coordinator or Service Manager employed by One2One
- A third-party person recommended by One2One; or
- An external advocacy agency not affiliated with One2One.

Additionally, if the complainant identifies from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and/or LGBTQI+ communities, One2One is committed to engaging additional support as requested, to assist in handling the complaint process.

Similarly, if the complainant requires an interpreter, we will arrange this on request and ensure the interpreter is available during the times we communicate with the complainant.

6. ADDRESSING FEEDBACK AND COMPLAINTS

- Feedback and complaints undergo an initial assessment before being assigned to the most appropriate manager(s), supervisor(s) or department(s). The feedback will be classified as Positive Feedback, Negative Feedback or Formal Complaint.

- All feedback submissions are acknowledged via a response from the relevant supervisor or manager, recorded in One2One's Feedback and Complaints Register and shared with the relevant team member.

- Where a feedback submission is classified as a Formal Complaint, either by the complainant or by One2One, the relevant supervisor or manager will undertake an investigation and determine the appropriate actions.

- Complaints will be responded to in a timely and fair manner, within two working days wherever possible. To minimise actual or perceived bias and ensure fair outcomes, a complaint may not always be handled by the immediate supervisor.

- If the grievance is operational in nature and related to an employee's role with One2One, the grievance will be directed to a Service Manager and/or HR to assist in a resolution.

- If the complainant has a concern or grievance about a specific individual, they may first be encouraged to try to resolve the matter directly with the person involved. If the matter is not resolved from this discussion, the complainant should advise the relevant supervisor or manager at One2One.

- Where appropriate, the complainant will be given regular reports about how the complaint is progressing, including confirmation of actions undertaken to reach an agreed outcome.

7. WITHDRAWING A COMPLAINT

A complainant may withdraw their complaint at any time by notifying One2One in writing. One2One may still choose to investigate or address any issues raised, but the complainant will no longer be contacted for additional information, updates or resolution.

8. COMPLAINT RESOLUTION

If the One2One Manager handling the complaint is unable to resolve the grievance, the complainant may escalate their complaint to One2One CEO, Rod Davies. After this step, if a

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resolution is still not reached, the complainant may wish to escalate the complaint to the NDIS Quality and Safeguards Commission, contact details below:

NDIS Quality and Safeguards Commission
https://www.ndiscommission.gov.au/complaints
Call 1800 035 544 (free call from landlines) or TTY 133 677
National Relay Service: ask for 1800 035 544

In the event the complainant chooses to make a complaint directly to the Commission about One2One's services, we will:

- Work with the Commission by providing information, advice and assistance; and
- Where possible and appropriate, work towards a mutually agreed resolution with the person affected by the issue.

9. POLICY CONTENT

The following measures enable the organisation to meet its policy objective of ensuring that all consumers, families, carers, staff and advocates, are encouraged to give feedback about the service and are free to lodge and have resolved, any disputes or grievances regarding One2One, its employees or its services, or breaches of the NDIS Code of Conduct.

One2One will:

- Operate in ways where consumers, family members, carers, staff and advocates feel that One2One staff and management are easily approachable and will listen to their feedback, suggestions for improvements or any complaints.
- Inform consumers, families, carers, staff and advocates that feedback about the service is welcomed and that they can provide feedback at any time. Ensure that all One2One consumers, their families/carers, and staff are informed of their right to make a complaint and the different ways they can submit complaints. Ensure that all consumers of One2One are informed that they have a right to have an independent advocate of their choice to support them when discussing service issues or making a formal complaint.
- Ensure that all complaints are dealt with in ways which respect the privacy of the complainant and ensure complaints records are kept confidential in accordance with One2One policies on Privacy and Confidentiality.
- Keep records of complaints, including details, relevant dates and resolution actions by documenting required information in One2One's Feedback and Complaint Register. Records of complaints will include persons present at resolution meetings, including the advocate for the complainant if required.
- Track any trends in complaints which One2One receives.
- Regularly review the operation of the complaints management system to ensure it is delivering outcomes and to look for potential improvements in the process.

10. PERFORMANCE STANDARDS

The following performance standards will ensure that the measures specified in Section 9 are implemented effectively:

- One2One has a culture of listening to the views and needs of its consumers and their family/carers and staff; and these groups feel that employees and volunteers are easily approachable to discuss any service issues.

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- Consumer employees are familiar with One2One's Complaints and Feedback policy and procedures, which are readily available to consumers, families, One2One staff, consumer employees and volunteers.
- One2One has records of complaints and feedback made to the service and has analysed and documented any trends for the purposes of implementing service improvements.
- If a consumer has elected to have a complaint dealt with internally, a manager has contacted the complainant within five working days of being advised that the complainant wishes to proceed with the complaint internally.
- The manager has clarified and documented the nature of the complaint or concern and the resolution sought by the complainant.
- The manager has interviewed the involved parties and assembled a proposed course of remedial action within ten working days of contacting the complainant. This report is presented to the CEO, Rod Davies, for approval.
- One2One is committed to the ongoing review of complaints upon resolution, to aid our services in understanding their cause. We are committed to improving all areas of service whether they relate directly or indirectly to the complaint. Any remedial action undertaken will be included in our Continuous Improvement Plan.
- In the event of the proposed course of remedial action being unacceptable to the complainant, the manager has advised the complainant of their rights and avenues to take the matter further.
- All complaints, whether resolved or unresolved, have been recorded in a confidential Complaints Register and One2One Directors are informed at the next Directors meeting, to inform future service improvement efforts.
- No consumers or their families/carers, staff or advocates have suffered adverse consequences within the service as a result of raising concerns or complaints with the service.

11. RELATED PROCEDURES

- Complaints Handling Procedures and Complaints and Feedback Form
- Complaints and Feedback Register
- Continuous Improvement Policy and Register
- Incident Management Policy, Procedures, and Register
- Risk Management Policy and Register
- Use of Regulated Restrictive Practices Policy, Procedures, and Register

12. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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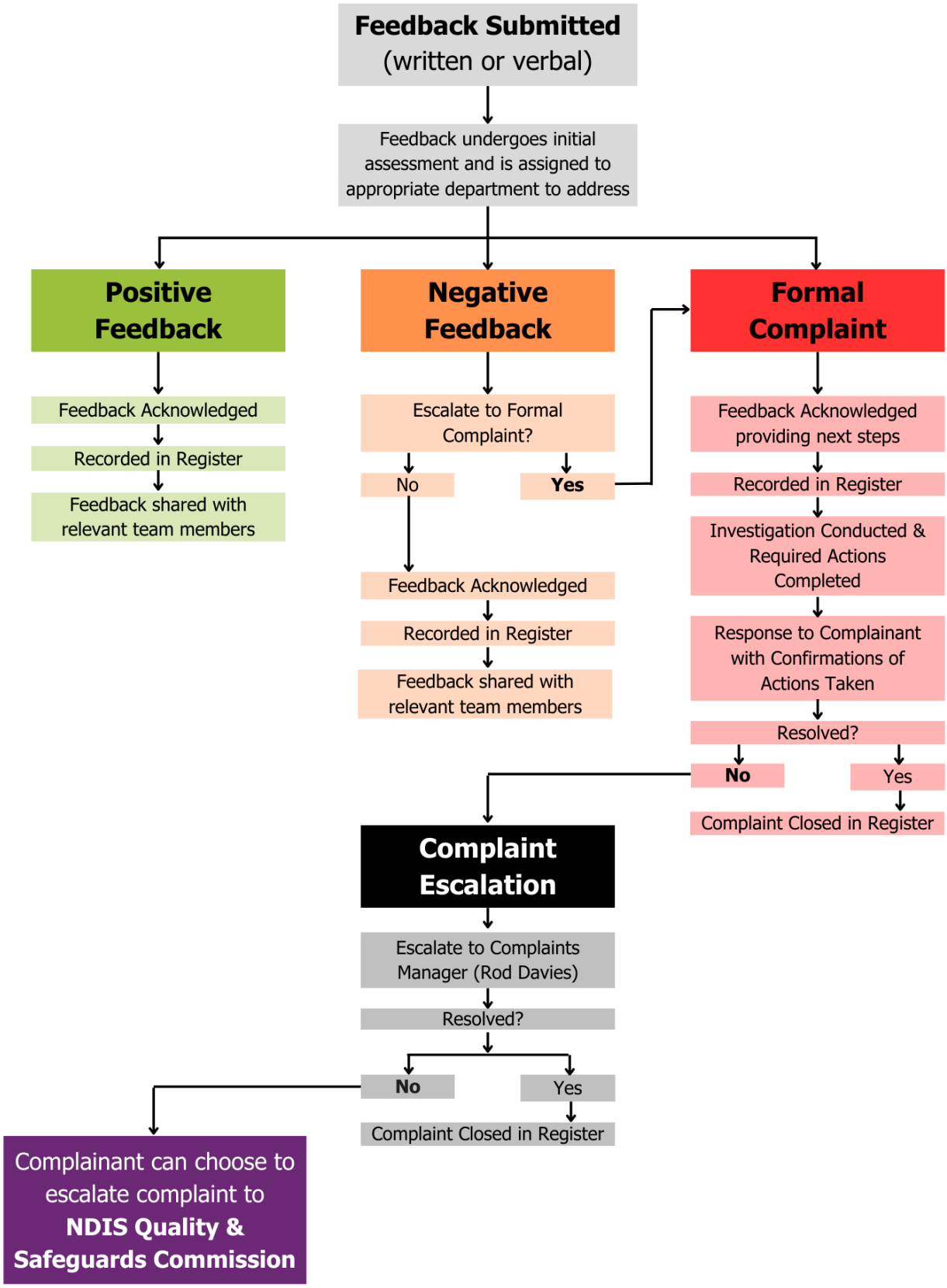
13. FEEDBACK AND COMPLAINTS PROCESS



Authorised: Director – One2One

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