

	ONE2ONE POLICY			
	Title	Complaints and Feedback	Policy No	21
	Indicator	CM2 – Governance and Operational Management	Review Date	02/07/2020

1. PURPOSE AND SCOPE

The purpose of this policy is to establish mechanisms for consumers and family members/carers/staff/advocates to provide feedback to One2One or to lodge a complaint or grievance. Complaints are also seen to have an important role in contributing to service improvement at One2One. The policy has been framed around natural justice principles and individuals' rights as they are specified in the Standards Australia Complaint Handling Standard AS 4269-1995, The Disability Services Act (1993) and Standard 4 of the National Standards for Disability Services (2013), which states "**Feedback and Complaints: *Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.***"

This policy applies to all of One2One's services.

This policy has been framed around the NDIS Practice Standards and applies to all of 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 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. All consumers/families are offered advocacy support when raising issues or complaints, if they request it.

One2One is committed to ensuring that all of its consumers and their families/carers are free to lodge grievances, to have them dealt with promptly, fairly and non-threateningly, and to have those grievances resolved if 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

One2One's definition and understanding of a complaint is:

Any formal expression of dissatisfaction or grievance with our supports and services made to us verbally or in writing.

4. POLICY CONTENT

The following measures enable the organisation to meet its policy objective of ensuring that all consumers/families 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:

- 4.1 Operate in ways where consumers, family members/carers and advocates feel that One2One staff and management are easily approachable and will listen to their feedback, suggestions for improvements or any complaints.

- 4.2 Inform consumers, families/carers that feedback about the service is welcomed and that they can provide feedback at any time.
- 4.3 Designate a person (a 'Complaints Manager') to handle all complaints about One2One and to be responsible for the keeping of complaints records and correspondence. One2One's Complaints Manager will be Service Manager Rebecca Gotti.
- 4.4 Ensure that all consumers of One2One and their families/carers are made aware of their right to make a complaint and their options for how they can lodge a complaint.
- 4.5 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 complaint.
- 4.6 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.
- 4.7 Deal with complaints in a timely and fair manner, responding within five working days to a consumer or family/carer's concern.
- 4.8 If a person has a complaint or concern, in the first instance they should be encouraged to resolve the issue with the person concerned that is, the One2One staff, volunteer or manager with whom they have an issue to be resolved.
- 4.9 If the matter is not resolved from this discussion, the aggrieved person is encouraged to speak with their designated Coordinator from One2One.
- 4.10 If the matter is still not resolved, the person will be offered a meeting with the Complaints Manager.
- 4.11 If the matter reaches the level of the Complaints Manager, a record needs to be made regarding the nature of the complaint. A record of the actions taken to resolve the issue and the dates on which they occurred will be documented on a One2One Complaints and Feedback Form and recorded in One2One's Formal Complaints Register.
- 4.12 Records of complaints need to include persons present at resolution meetings, including the advocate for the complainant if they require one.
- 4.13 One2One will keep records of complaints and the issue surrounding the complaint, and track any trends in complaints which One2One receives.
- 4.14 If the grievance is still not resolved the complainant will be provided with information about other services to help them resolve their complaint, including the NDIS Quality and Safeguards Commission.

5. PERFORMANCE STANDARDS

The following performance standards will ensure that the measures specified in Section 4 are implemented effectively:

- 5.1 One2One has a culture of listening to the views and needs of its consumers and their family/carers; and these consumers feel that employees and volunteers are easily approachable to discuss any service issues.
- 5.2 Consumer's employees are familiar with One2One's policy and procedures on Complaints and Feedback and it is readily available to all consumers, families, One2One staff, consumer employees and volunteers.
- 5.3 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.

- 5.4 If a consumer has elected to have a complaint dealt with internally, the Complaints Manager has contacted the complainant within five working days of being advised that the consumer wishes to proceed with the complaint internally.
- 5.5 The Complaints Manager has clarified and documented the nature of the complaint or concern and the resolution sought by the complainant.
- 5.6 The Complaints 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 Complaints Resolution Officer, Rod Davies, for approval.
- 5.7 In the event of the proposed course of remedial action being unacceptable to the complainant, the Complaints Manager has advised the complainant of his or her rights and avenues to take the matter further.
- 5.8 All complaints, whether resolved or unresolved, have been recorded in a confidential Formal Complaints Register and One2One Directors are informed at the next Directors meeting, to inform future service improvement efforts.

No consumers or their families/carers have suffered adverse consequences within the service as a result of raising concerns or complaints with the service.

6. RELATED PROCEDURES

One2One's Complaints Handling Procedures and Complaints and Feedback Form.

7. 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.

Authorised: Director – One2One