

## 1. Purpose

This policy provides Activ staff with direction regarding the management and investigation of complaints.

This policy is based on the NDIS Quality and Safeguards Commission: Effective Complaint Handling for NDIS Providers.

## 2. Scope

This policy applies to all complaints about Activ and its services made by or on behalf of customers (including supported employees), their family, carers, advocates and/or members of the general public.

## 3. Policy Statement

While Activ strives to meet people's expectations; mistakes do sometimes happen. Activ management and staff are committed to creating and maintaining a positive complaint management environment that encourages feedback and complaints, so that we can improve the supports we offer.

Activ's Values underpin the way in which complaints are viewed and the way in which Activ will respond to complaints. These are:

- Share a Passion for People
- Customer-driven
- Listen Loudly
- Create Together
- Learn and Grow
- Lead with Courage

Activ endeavours to manage and investigate complaints through to resolution, with a view to:

- empowering customers;
- restoring and strengthening relationships with our customers;
- maintaining the Activ brand, reputation and satisfaction with Activ services; and
- using feedback and complaints information to identify opportunities for service improvement at the customer, service, or systemic levels.

Activ is committed to:

- Providing staff with training to understand their respective roles and responsibilities in relation to the complaints management and resolution.
- Providing customers, families, carers, advocates and members of the public information about their rights to complain and the different ways through which they can raise complaints both internally, externally and anonymously.
- Reassuring customers, families, carers that they can raise complaints in confidence at any level in the organisation, without fear of retribution.
- Providing customers, families, carers, advocates and members of the public with appropriate support and assistance to raise complaints.
- Investigating and managing complaints to closure in a fair, effective, efficient and timely manner; in line with the principles of natural justice
- Keeping complainants included and informed throughout the complaints investigation process.
- Taking appropriate action will be taken in relation to the issues raised; and focused on improvement.

#### 4. Definitions

**Activ** – is any service program, facility or business operated by Activ.

**Complaint** – is an expression of dissatisfaction with any aspect of Activ services, including how a previous complaint was handled, made by an Activ customer, supported employee, their family, carer, advocate and/or member of the general public for which a response or resolution is explicitly or implicitly expected, or legally required.

**Serious Complaint** – is one in which:

- Legal action may result;
- There is an allegation of physical, financial, sexual, or emotional abuse or neglect of a customer/supported employee by an Activ staff member;
- The action of an Activ staff member or customer/supported employee may result in death or serious injury to another person;
- The complaint may have an impact on the reputation and services of Activ as a whole; and/or
- Action by a staff member breaches any of the National Standards for Disability Services (NSDS), the NDIS Rules, Activ's Code of Conduct, or their employment contract.

**Resolution** – means that a complaint is settled or concluded and each of the parties is notified. A resolution does not necessarily mean that the complaint is concluded in favour of any of the parties or to any particular party's satisfaction.

## 5. Key Related Policies and Documents

Complaint Handling Procedure (AQuA 1589)

Responding to an Observation or Disclosure of Abuse of a Customer Abuse (AQuA 686)

Handling of Matters under Police Investigation (AQuA 1201)

Major Critical Incident Management Procedure (AQuA 1202)

Whistleblower Policy (AQuA 2530)

Whistleblower Procedure (AQuA 2531)

See Something Say Something

Code of Conduct and Ethics (AQuA 1867)

NDIS Quality and Safeguards Commission: Effective Complaint Handling for NDIS Providers

Australian/New Zealand Standard Guidelines for Complaint Management in Organisations AS/NZS 10002:2014

National Standards for Disability Services

## 6. Consultation Process

Governance & Risk Manager

Executive Team

Service Advisory Committee