

Customer Complaints and Feedback Policy

Policy Statement

Activ welcomes, values, and encourages compliments, complaints and feedback. Compliments help us understand what is working well and acknowledge staff members who are providing excellent service. Complaints and suggestions for improvement are an opportunity to resolve issues and enhance our products and services.

Guiding Principles

1. Commitment	Activ is committed to investigating and resolving complaints and feedback. Activ welcomes feedback and acknowledges that it is part of its core business of supporting its customers to improve service delivery.
2. Accessibility	Customers and supported employees can easily find out how to provide feedback to Activ and will be supported through the feedback process.
3. Transparency	This document sets out how and where to provide feedback, and how the feedback will be handled. The steps taken to respond to feedback are recorded and subject to NDIS Audits.
4. Objectivity and Fairness	Feedback providers and staff are treated with respect and courtesy, and complaints are investigated without bias.
5. Confidentiality	The Customer Complaints and Feedback Procedure protects the personal information of customers providing complaints or feedback. Activ staff are informed only on a 'need to know' basis. We keep all records held on a secure database and limit access to these records.
6. Accountability	Activ is accountable for decision making and feedback handling performance. Complaint Handlers will act in a transparent manner. Complaints and feedback data is themed and provided quarterly to the Board to identify trends.
7. Continuous Improvement	Activ welcomes feedback in order to continually improve its services. The Quality, Safety, Health and Environment (QSHE) Team holds a Continuous Improvement Log for continual systemic improvement.

Making a Complaint or Providing Feedback

Activ welcomes feedback and complaints from any source to any staff member. This includes face to face discussions, via phone, email, or website. Complainants or feedback providers can remain anonymous.

Our Complaint Process

Our Complaints Officer or dedicated Complaints Handler will contact you via your preferred method. We will ask questions and establish what went wrong, or what the problem is. We will follow up in writing (email or post) and provide you with a reference number.

Your complaint will be investigated. Every complaint is different, and it may take some time whilst we liaise internally and/or externally with stakeholders. We will involve our customer in the complaints process, whether or not they made the complaint.

At the end of the investigation, you will be notified of the outcome via your preferred contact method, with the outcome followed up in writing.

Timeframes to Resolution

Activ aims to resolve complaints within 30 days depending on their complexity and actions required to get to resolution. We acknowledge all complaints within two business days and provide updates fortnightly via the preferred contact method.

Review and Appeal

Complainants and feedback providers can request a complaint review and/or complain separately to the NDIS Quality and Safeguards Commission. Activ can support complainants or feedback providers through this process if needed. Advocacy services or independent support services are listed on our website.

What You Can Expect from Us

Our Complaints Officer or Complaint Handler will do our best to resolve the issue in a prompt and professional manner. We will be respectful and polite when we talk to you and be transparent about the complaint. We will do what we say we will and do everything we can to help you. We will treat your complaint on a 'need to know' basis.

What We Ask of You

We ask that you are polite and cooperate with the Complaints Officer or Complaint Handler. Feel free to ask questions and tell us what you are seeking from the complaint/feedback process. It is important that you are honest with us. We ask that you do not act in any way that is threatening, abusive, intimidating, or harassing towards any staff member. We ask that you do not discuss your complaint with staff who are not directly involved in the process.

Scope: This policy applies to all Activ staff, including permanent full-time, part-time and casual employees, directors, contract workers, temporary agency workers and volunteers.

Responsibilities: Each line manager is responsible, and will be held accountable for ensuring staff, supported employees and customers are familiar with this policy, and have sufficient skills, knowledge and ability to meet the requirements. All employees will be held accountable for complying with the requirements of this policy.

Consultation: Senior Leaders, Governance and Risk Manager, Regional Manager subset – North and South, Team Leader subset – North and South

Definitions

Compliment is positive feedback about our products, services, staff or the handling of a complaint. It can recognise a skill, behaviour or activity of the organisation, an organisation's business unit, or individual staff member.

Complaint is negative feedback and an expression of dissatisfaction related to our products, services, staff or the handling of a complaint.

Feedback is any opinion, comment, suggestion or expression of interest or concern made about our products, services, staff or the handling of a complaint or other matter.

Customer is the recipient of a service or product of Activ. Predominately Activ's customers are:

- Residents
- Community support/access participants
- Supported employees
- Parents and Guardians
- Students, enrolled in Activ's Pathways programs

Stakeholder is a party that has an interest in Activ and can either affect or be affected by the products, services, actions, objectives, and policies of Activ.

Policy Context

Relevant standards:

- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators: Core Module
- NDIS Quality and Safeguards Commission Effective Complaint Handling Guidelines for NDIS Providers

Legislation:

- Disability Services Act 1986
- NDIS Act 2013
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- Privacy Act 1988

Related policies and procedures:

- Accommodation Services Manual: Part 2 (776)
- Complaints Handling Procedure (1589)
- Customer Advocacy Policy (1627)
- Customer Profile Procedure (2783)

- Customer Rights Policy (2861) and Procedure (2899)
- Duty of Care and Dignity of Risk Policy (2902)
- Diversity and Cultural Inclusion Policy (2661) and Procedure (2901)
- Goal Action Plan (Person Centred Plan) Procedure (2573)
- Managing Difficult Calls Guideline (3786)
- NDIS Progress Reporting Procedure (2873)
- Person Centred Approach Policy (1969) and Procedure (2900)
- Privacy, Dignity and Confidentiality Policy (2903)
- Support Planning, Collaboration and Referral Policy (2904)

Relevant work instructions, forms, other documents:

- Our Customer Promise