

## CONTENTS

1	SCOPE.....	1
2	POLICY STATEMENT .....	1
	Who Can Make a Complaint? .....	1
	Complaint Monitoring .....	2
	Complaint Records and Review.....	2
	Complaint Referrals .....	2
	Complaints System .....	2
3	PROCEDURE FOR COMPLAINTS MANAGEMENT .....	2
4	RELATED LEGISLATION AND DOCUMENTS .....	3
5	APPROVAL AND REVIEW DETAILS.....	3

## 1 SCOPE

This policy applies to all complaints and feedback received from Service Users, members of the public, employees, volunteers, and external organisations.

## 2 POLICY STATEMENT

The complaints and feedback process provides natural justice.

Nascha Inc. is committed to complaint handling. We will:

- Implement and maintain a complaints management system
- Make sure people can easily make a complaint
- Regularly monitor and review of the comments and complaints process
- Deal with complaints fairly and quickly
- Have information available on how to:
  - Submit a complaint
  - Keep records on all complaints received.

### Who Can Make a Complaint?

Anyone can make a complaint including:

- A Service User
- A Service User's family or guardian
- An advocate
- An employee
- A community visitor
- A professional
- A member of the public

Complaints can be made:

- In person
- By email
- In writing
- By phone
- On the website
- Periodic Feedback Surveys

Complaints help us to:

- Identify problems
- Improve services
- Provide better outcomes to Service Users.

Complaints can be made about any part of the quality or delivery of our services such as:

- With the way services are provided
- With decisions we have made
- About the conduct of our employees
- About personal information not kept private

Complaints can be made anonymously. Complaints can be made directly to the NDIS Commission

### **Complaint Monitoring**

- All complaints will be monitored using a complaint register
- The complaint register will include up-to-date progress of each complaint and whether it is currently open or closed (resolved)
- If there is any doubt about the end resolution of a complaint, seek feedback from the person who made the complaint.
- Reports from the complaint register will be reviewed by the Operational team (this includes Service Managers, CEO).

### **Complaint Records and Review**

Accurate information of complaints received including decisions made, actions taken, and eventual outcomes will be recorded and kept for 7 years from the date of the complaint which allows us to:

- Enable reviews of any complaints received
- Assist in identifying any systemic issues raised
- Allow a response to the NDIS Commission, if required

Records will be stored securely and be accessible only by the people handling complaints.

### **Complaint Referrals**

Complaints to the NDIS Commission may be referred to, or other agencies or bodies if needed including:

- Non-compliance with the NDIS Code of Conduct
- Inappropriate or unauthorised use of restrictive practice
- Employee screening issues e.g., if an employee of the provider was found to have a criminal history.
- Incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies).

### **Complaints System**

Our complaints system is documented and information on how to make complaint is available to Service Users, their families, guardians, or advocates in a way that is culturally appropriate.

We work to ensure clients:

- Are aware of their right to make a complaint
- Feel empowered to make a complaint
- Are supported to make a complaint
- Are involved in the resolution process after making a complaint.
- Know they won't be adversely affected as a result of making a complaint.

## **3 PROCEDURE FOR COMPLAINTS MANAGEMENT**

The person managing the complaint (Quality & Compliance Officer / Service Manager / CEO) will be responsible for:

- 1. Registering the complaint:**
  - Registering the complaint in the Nascha Complaints Register
  - Informing the complainant that their complaint has been received and providing them with information about the process and time frame.
- 2. Investigating the complaint:** Nascha will aim to.
  - Examine the complaint within **5 working days** of the complaint being received. If this time frame should take longer, the Service Manager / CEO will communicate this to the complainant at the earliest time.

- Inform the complainant via letter/email/phone/in person within **10 working days** of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within **21 working days** of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

**3. Resolving the complaint:**

- Making a decision or referring to the appropriate people for a decision within 21 working days of the complaint being received.
- Informing the complainant of the outcome and any options for further action if required.

**4. What if complainant is unhappy with the resolution?**

- If the complainant is unhappy with the outcomes of a complaint, they may be able to lodge a complaint with the NDIS Commission.

## 4 RELATED LEGISLATION AND DOCUMENTS

Complaints Register

[NDIS Commission Complaints about a Provider](#)

[NDIS Complaints Management & Resolution Rules 2018](#)

[Disability Services Act 1993](#)

[Health and Disability Services Complaints Office \(HaDSCO\)](#)

[Complaints and Feedback Brochure](#)

[Privacy Policy](#)

[Privacy and You Easy Read](#)

[Privacy Act 1988](#)

## 5 APPROVAL AND REVIEW DETAILS

Version	Date	Author	Revision Notes
1.0	June 2019	CEO	First Release
2.0	August 2021	Q&C Officer	Second Release
3.0	August 2023	Q&C Officer	Revised

# Complaints Flow Chart

