

Complaint management

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Introduction

This policy is about complaints made to a provider, not complaints about the NDIS.

Gold Coast Recreation & Sport Inc ensures that each participant is free to raise and have resolved any complaints or disputes he or she may have regarding the organisation or any of its services.

All complaints are taken seriously, all people treated fairly, and all corrective actions completed in a timely manner.

Complaints will be treated as confidential, recorded in writing and processed in accordance with a structured procedure.

Definitions

A *complaint* is an expression of dissatisfaction with the provision of a service, including how a previous complaint was handled, for which a response or resolution is expected.

Applicability

When

- applies when participants want to submit feedback or make a complaint
- applies to all feedback and complaints received regardless of the source.

Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Who can make a complaint?

Anyone can make a complaint including:

- a participant
- a participant's family or guardian
- a participant's financial manager
- 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 web.

Complaints help us:

- identify problems
- improve services
- provide better outcomes to participants.

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

- 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 to us or directly to the Commissioner.

Complaint monitoring

- all complaints should be monitored using a complaint register
- the complaint register should 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
- regular reports from the complaint register should be provided to key management personnel for review.

Complaint records and review

- accurate information of complaints received including decisions made, actions taken and eventual outcomes must 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 Commissioner, if required
 - be stored securely and accessible only by the people handling complaints.
- where an issue or concern is raised by a complainant it will be acknowledged as either a formal complaint or a concern for further follow up
- issues and concerns requiring further follow up will be processed in the same manner as a complaint except the matter will be recorded through TRACCS OP notes, instead of a complaint form (noting the referencing date and the complaint for identifier)
- when discussing a complaint the complainant and staff member assisting shall complete a complaint form
- the CEO shall ensure that access to the complaint forms and register is controlled in a manner that ensures confidentiality
- copies of Complaint Forms that are released to participants for any reason shall be stamped 'Client's Copy' and will be recorded in TRACCS OP notes.

Complaint referrals

Complaints to the Commissioner may be referred to 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 (for more information, refer to the worker screening policy)
- incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies).