

Complaints, Feedback and Resolution

Policy

Red Compass is to ensure that opportunities are provided for people with disability to contribute to the governance of our organization and have input into the development of organizational policies and procedure relevant to the provision of supports and the protection of participant rights.

Our organization view complaints as valuable feedback about our services and an important part of our quality improvement process. Participant feedback can be a useful way to achieving better service, identifying areas that need changing and prevention the same problems from reoccurring.

Our organization would like to assure participants that there will be no negative consequences if they raise concerns or complaints. Complaints will be managed sensitively, objectively, confidentially, and promptly and the solutions and outcomes will be identified and communicated clearly with the person who submitted the complaint.

Our organization will continue to provide services, where appropriate, throughout the resolution of a complaint and the complainant and the person with disability affected by the issue will be kept informed at all stages of the decision-making process.

Our organization prides itself on ensuring all employees are familiar with our in Conflict Resolution and Complaints Handling process and has an Operations Manager who will investigate all incidents and provide feedback in a timely manner.

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The organisation will provide a complaints and feedback management procedure that:

- Is simple and easy to use.
- Is available to all participates and providers via our website:
<http://www.redcompass.com.au/feedback.html>
- Ensures complaints are fairly assessed and responded to promptly.
- Is procedurally fair and follows principles of natural justice.
- Complies with legislative requirements.
- Due to the size of red compass it is recommended that participants that want to make anonymous complaints about management of red compass – should contact the NDIS directly.

Complaints, Feedback and Resolution

Our organisations Commitment

If a complaint is received, our organisation will:

- Treat the complainant with respect.
- Tell the complainant what to expect while the matter is being investigated.
- Carry out the complaint handling process in a fair and open way.
- Provide reasons for decisions that are made.
- Each complainant is provided with information on the outcome of the investigation, including how incidents involving the participant will be managed.
- Protect privacy.
- Respect the participants right to access an advocate (including an independent advocate) of their choosing as it is the participants right to have an advocate present.
- Upon request from the participant arrange an Independent Mediation Service of their choice. A Mediation Service can be found at <http://www.mediatorlocator.com.au/NSW>. Mediation costs will be shared by both parties unless an alternate agreement is made between the complainant and our organisation.

Confidentiality

You are assured that all concerns and complaints will be treated with confidentiality, and information used only for the purpose for which it was obtained. Your privacy will be protected throughout the process, with any investigations conducted discreetly. In the investigation of a concern or complaint, information is only shared with staff on a 'need to know' basis.

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What Is A Complaint

Broadly speaking, a complaint is an expression of dissatisfaction with our organisation or Service Provider support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

What Can a Complaint or Feedback Be About?

A complaint and or feedback can be provided to our organisation about the delivery of our services or the behaviour of personnel. A person may lodge a complaint or provide feedback if a consultation process was found to be not followed or if the process was flawed; but not simply because the outcome of the consultation disagrees with their position.

Our organisation utilises both registered and non-registered NDIS service providers that operate disability support services. Our organisation does not have the authority to investigate complaints about service providers. A complaint regarding a service provider

Complaints, Feedback and Resolution

should be discussed with that organisation directly. Our organisation will assist the participant with this process if requested.

Making a Complaint?

A complaint can be made to our organization by writing, email, via our website or verbally.

The Participant Can Contact the NDIS Directly

The participant may also contact the NDIS to make a complaint without notifying our organisation, as it is your right. Our organisation fully supports the participant's decision to contact NDIS on 1800 035 544.

Positive Feedback

Positive feedback is always welcome. When the participant wishes to provide positive feedback, it can be done by following the same process as making a complaint.

- If the positive feedback concerns an employee, it will be forwarded to the Operations Manager who will contact the employee's manager and include a copy of the feedback on the employee's personal file.
- If it is concerning a service provider, the feedback will be forwarded by the Operations Manager to the Service provider.

All positive feedback is to follow the same reporting and record-keeping process as per a complaint.