



## Complaints, Compliments and Feedback Policy and Procedure

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The purpose of this policy is to ensure that each client of ANOTHEN Community Care has knowledge of and access to an effective feedback and complaints management system.

This policy outlines the procedures and principles to be followed by ANOTHEN Community Care to receive, acknowledge, address, and resolve complaints and feedback from participants and other stakeholders in a fair, respectful, and timely manner. It also aims to promote continuous improvement in the management of complaints and feedback.

This policy applies to all employees, contractors, volunteers, and stakeholders of ANOTHEN Community Care involved in the delivery of supports under the National Disability Insurance Scheme (NDIS).

### Policy

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ANOTHEN Community Care manages feedback effectively in order to identify areas for improvement.

ANOTHEN Community Care has an effective complaints, compliments and feedback handling system that addresses the principles of visibility and accessibility, responsiveness, assessment and investigation, feedback, and continuous improvement.

### Policy Statements

- ANOTHEN Community Care maintains a complaints management and resolution system that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows the principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.
- Each client will be provided with clear and accessible information on how to provide feedback or make a complaint. This information will include details about internal and external avenues for complaint resolution, as well as their right to access advocates. ANOTHEN Community Care will strive to create a supportive environment for individuals who provide feedback and/or make complaints, ensuring confidentiality, respect, and protection from victimisation.
- ANOTHEN Community Care is committed to continuous improvement in complaints and feedback management. This will be achieved through the following activities:
  - Regular review of complaint and feedback policies and procedures to ensure their effectiveness and alignment with relevant regulations and guidelines.
  - Seeking clients views on the accessibility and effectiveness of the complaints management and resolution system and incorporating their feedback into the improvement process.
  - Incorporating feedback received from complaints and feedback into the organisational learning and quality improvement processes to enhance service delivery.



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- All workers at ANOTHEN Community Care will receive appropriate training on the required procedures related to complaint handling. This training will ensure that employees understand their roles and responsibilities in managing complaints and providing timely and satisfactory resolutions. ANOTHEN Community Care will also promote awareness among employees about the importance of complaints management and maintaining a culture that encourages open communication, feedback, and continuous improvement

### Procedures

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#### Receipt and Acknowledgment of Complaints and Feedback

- ANOTHEN Community Care will establish a central point for receiving complaints and feedback, ensuring multiple channels for submission, such as in-person, phone, email, and online.
- All complaints and feedback, including anonymous complaints, will be welcomed and acknowledged promptly and in a respectful manner. The acknowledgement will inform the complainant about the receipt of their complaint and provide them with the expected timeframe for resolution. The option to submit anonymous complaints will be clearly communicated to clients and other stakeholders to encourage open and transparent feedback. Any anonymous information received will be treated confidentially. While anonymous complaints are welcomed, it is important to note that the ability to investigate and address the concerns raised may be limited due to the lack of contact information for further communication or clarification. However, ANOTHEN Community Care will make reasonable efforts to address the issue based on the available information provided in the anonymous complaint.
- Complaints regarding NDIS service providers or support provided can be lodged directly with the NDIS Commission or the respective organisations.
- Complaints and feedback can be lodged through various channels, including direct communication with staff members or by submitting a completed Complaints, Compliments, and Feedback Form.

#### Documentation, Reporting, and Complaint Lodging Process

- All complaints and feedback, including relevant details, actions taken, and outcomes, will be documented in a confidential and secure manner.
- Regular reports on complaints and feedback management will be prepared and shared with relevant stakeholders to monitor trends, identify areas for improvement, and track the effectiveness of the complaints management system.
- Complaints received by ANOTHEN Community Care will follow the following process:
  - Within 1 working day of receipt, all complaints will be recorded on a Complaints form by the complainant or the staff member receiving the complaint.
  - Within 1 working day, the complaint will be forwarded to the General Manager or delegate.
  - If the complaint is about a staff member, it will be immediately referred to the General Manager, who will gather and record the details in writing.



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- The General Manager will record all complaint details in the Complaints Register and assign an appropriate investigating officer unless the complaint is regarding the General Manager.
- An Acknowledgement of Complaint letter will be sent to the complainant, confirming receipt of the complaint.
- All complaints and feedback, including relevant details, actions taken, and outcomes, will be documented in a confidential and secure manner.
- Regular reports on complaints and feedback management will be prepared and shared with relevant stakeholders to monitor trends, identify areas for improvement, and track the effectiveness of the complaints management system.

### **Investigation, Resolution, and Serious Issues**

- Complaints and feedback will be assigned to an appropriate officer for investigation and resolution.
- Investigations will be conducted in a fair and impartial manner, ensuring all relevant information is gathered, and all parties involved are provided with an opportunity to present their perspectives.
- Complaints will be resolved in a timely manner, with the aim of achieving a satisfactory outcome for all parties involved.
- Clients will be kept informed of the progress of their complaint throughout the resolution process.
- If the complaint is specifically about the General Manager, Operations Manager (who are also the Directors of the company):
  - The person receiving the complaint will record the details and forward them to the nominated third party e.g. consultant within 1 working day.
  - The consultant will ensure a full investigation is undertaken.
- If the complaint relates to suspected or actual assault, abuse, neglect, or other criminal behaviour:
  - The Director will be immediately informed, and the appropriate investigative department will be notified.
- The allocated investigating officer (usually a Service Manager) or Director will commence the investigation within 1 working day of receiving the complaint.
- The investigating officer will contact the complainant within 2 working days to:
  - Clarify and document the nature of the complaint or concern and the resolution sought by the complainant.
  - Explain the complaints procedure, individual's rights, and what to expect during the investigation.
  - Inform the complainant of their right to an advocate if needed.
  - Document all information on the Complaint Investigation Form.
- The investigating officer will interview the involved parties and develop a course of remedial action for approval by the company Directors.



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- Once the plan of action has been approved, the investigating officer will inform the complainant of the remedial action within 10 working days of the meeting.
- The General Manager will ensure the complainant is also informed of the final outcome in writing using the Outcome of Complaint Letter. The complainant will be advised of their right to escalate the matter to the Board or relevant external bodies.
- If either the complainant or other involved parties are unsatisfied with the outcome or want further action, the matter will be taken to a third-party consultant for further review.
- External mediation will be encouraged When the internal resolution is not possible.

Compliments will be shared at staff meetings to recognise and acknowledge staff members for their exemplary performance and best practices.

### Reporting, Continuous Improvement, and Feedback

- All current complaints, whether resolved or unresolved, will be presented in a non-identifying summary form at the next Management Meeting to identify potential problems.
- ANOTHEN Community will utilise the information from complaints and feedback for continuous improvement of its services.
- Staff members will receive education about the complaint's procedure, their role, and how to support clients and carers in making complaints. Education will be provided during onboarding, periodic staff training, and through the staff newsletter.
- ANOTHEN Community Care will actively seek feedback from clients regarding their experience with the complaints management and resolution system.
- Feedback received from clients and complaints will be analysed, and appropriate actions will be taken to address any identified issues or opportunities for improvement.
- Regular reviews of complaint and feedback policies and procedures will be conducted to ensure their ongoing effectiveness and alignment with regulations and guidelines.

### Complaint Lodgement Options and Support Contacts for NDIS-related Matters

- By email to: [judy.b@anothenc.com.au](mailto:judy.b@anothenc.com.au)
- By phone on 0431 728 774
- In writing to: ANOTHEN Community Care, Complaints Officer, PO Box 88 Morley WA 6943
- At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission.
- Complaints to the NDIS Commission can be lodged:
  - online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); and
  - by phone on 1800 035 544
- Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman. Complaints to the NDIA can be lodged:
  - by phone on 1800 800 110; and
  - by email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
- Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:



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- by phone on 1300 362 072
- online at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).
- Staff must support people making a complaint about the NDIA to contact the Agency or Commonwealth Ombudsman, where this is required.

### Training

This policy and procedure are accessible to all relevant interested parties, including staff members, and it is communicated during the induction process. Staff will gain access to this policy and procedure during the induction process. The staff members and management team must complete the onboarding induction before commencing. The effectiveness of the training will be evaluated during performance reviews of management and staff members.


### Monitoring and Review

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This policy and procedure will be reviewed at least annually by the Management Team. Reviews will incorporate staff, client, and other stakeholder feedback.

ANOTHEN Community Care Continuous Improvement Register will be used to record identified improvements and monitor the progress of their implementation. Where relevant, this information will be fed into ANOTHEN Community Care service planning and delivery processes.

### Signature panel and authorisation

<b>Name</b>	Judy Beeken
<b>Signature</b>	
<b>Position</b>	General Manager
<b>Release Date</b>	25/07/2024