



## **Grievance and Complaints for Service Users Policy**

This document is controlled within the SharePoint Document Management System.

Please refer to the electronic version on SharePoint to confirm you have the latest version.

	<b>Title</b>	<b>Name</b>	<b>Date</b>
<b>Owner:</b>	CEO	Jane Forward	December 2021

<b>Revision</b>	<b>Date</b>	<b>Amended By</b>	<b>Details of Amendment</b>
0	Dec-21	Karen Reid	Update to New Template

TABLE OF CONTENTS

1. PURPOSE ..... 3

2. POLICY..... 3

3. PRINCIPLES ..... 3

4. COMPLAINTS..... 3

## 1. Purpose

The purpose of this policy outlines specific procedures for Consumer grievances and Complaints in accordance with the Disability Services Act (1993), National Standards for Disability Services Standard 4, National Disability Insurance Scheme (NDIS) Act and related legislation

## 2. Policy

Valued Lives genuinely welcomes feedback, including complaints. We believe people have a right to speak up as it helps us to see what works, what does not and where we can make improvements.

## 3. Principles

People have the right to raise any complaints or concerns regarding any matter related to services provided by Valued Lives and to have their concerns investigated and resolved fairly and quickly.

- People or advocates raising a complaint should be able to express their concerns and feel reassured that there will be no retribution.
- People wishing to raise a complaint can do so with any staff or board member, however it may be escalated to the Complaints & Compliments Manager.
- People have the right to be informed about the internal and external avenues open to them to raise their concerns, and how their complaint will be handled by Valued Lives.
- All complaints will be taken seriously, responded to in a respectful manner and support will be provided to the person or persons to seek the most appropriate resolution.
- Complaints will be resolved as quickly as possible.

## 4. Complaints

- A consumer complaint or grievance can be lodged by any person at any time and will be treated as confidential and an opportunity for service improvement. An appropriate outcome will be achieved.
- Information about how to make a complaint including contact details for Valued Lives and how to contact the National Disability Insurance Agency (NDIA) are included in the individual/family Agreements between people and families and Valued Lives. Each person/family will have a copy of their agreement.
- Complaints should first be directed and considered at the local level with the staff member with most contact with the person.
- If complaints cannot be resolved locally, complaints will be escalated in writing to the Complaints & Compliments Manager.
- The Complaints & Compliments Manager will acknowledge and investigate the complaint and discuss outcomes with the person.
- The Complaints & Compliments Manager will document, record and register all complaints.
- The CEO is advised of all complaints outcomes.
- The person/family member is also provided with information about how to contact the National Disability Insurance Agency (NDIA) to make a complaint, should they not be able to resolve the issue with Valued Lives.
- Information about commencing and ceasing services with Valued Lives is discussed with each person and included in the individual/family agreement. Two weeks' notice (as per service agreements) by either party is agreed, unless there is a serious breach of the agreement, in which case the period of notice will be waived.