

Procedure Title:	Complaints Procedure	
Procedure Number	NDIS PD 004	
Related Policy Number and Title	Standard 4: Feedback and Complaints	
Date created	6 th June 2017	
Review date	June 2020	
Approved		Date:

Actions	<p>St Basil's values complaints from people with disability, providers and regulators to ensure people are treated fairly when they use our services. Complaints are an important source of information and are used to improve our services wherever possible.</p> <p>This procedure explains how St Basil's will implement its complaints policy. This procedure supports our organisation to apply the National Disability Services Standards, in particular Standard 4: Feedback and Complaints.</p> <p>Planning and support</p> <ul style="list-style-type: none"> • Complaints can be received verbally, in writing or in other way that suits the person making the complaint. Families, carers and advocates can also complain on behalf of the person with disability that they support. • If someone talks to a staff member to make a complaint, that staff member is responsible for writing it down and following procedures. Complaints should be documented on a complaint form within 24 hours of being made. It is important that the staff member checks with the person making a complaint that complaint has been recorded accurately. The complaint will also be lodged on the Complaints Register. • Complaint information is private and must not be shared with people outside of the complaints process. <p>The Coordinator will contact the person lodging the complaint within five working days to discuss the matter.</p> <p>Details of the complaint and any response will be documented. The Care Coordinator and relevant staff will work with the person lodging the complaint to identify desirable outcomes in an effort to resolve the complaint within three weeks.</p> <p>If the complaint is against an employee or volunteer, that person will not have contact with the complainant while the complaint is resolved.</p> <ul style="list-style-type: none"> • At any stage of the complaints process, the complainant can get support from an independent advocate. • Where a matter needs to be referred to an outside agency or otherwise investigated, all staff will cooperate with the inquiry and produce material requested. <p>There are systems and reporting requirements for</p> <ul style="list-style-type: none"> • serious incidents • allegations of abuse, neglect or exploitation • theft
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	<ul style="list-style-type: none"> • accidents, injuries or death. <p>The Manager will decide whether other policies and procedures apply such as Safeguarding, or Eliminating Restrictive Practices policies and determine whether measures need to be included in a positive behavior or safeguarding plan.</p> <p>Responsibilities</p> <p>All staff are responsible for the implementation of the complaints procedure. This includes encouraging and supporting people accessing St Basil's services to raise any concerns or complaints they have on any issue.</p> <p>Manager is responsible for ensuring complaints are recorded and actioned.</p> <p>Manager is responsible for communicating with people with disability, family, carers and other key stakeholders during a complaints process.</p> <p>Reporting</p> <p>Manager will report all serious incidents to the Chief Executive Officer.</p> <p>Manager or the Chief executive Officer will contact police where there is an allegation of a criminal offence.</p> <p>De-identified complaint activity is routinely reported to the board as part of ongoing quality assurance and continuous improvement.</p> <p>Review and evaluation</p> <p>St Basil's will communicate with people with disability about quality evaluations and encourage their participation in evaluating services.</p> <p>The Quality Manager is responsible for recording data and will analyse complaints data to determine service gaps, issues or trends in practice, procedures or policies that need to be amended to better safeguard people accessing services and improve services.</p>
To be used by	Identify who would use this procedure <ul style="list-style-type: none"> • All Staff
Record keeping	Incident Accident Reporting Complaints Feedback Data Base Plan for Continuous Improvement
Related procedures	