

Complaint Management Policy

Policy Statement

This policy outlines the processes and procedures for managing complaints received by Striving Ability Support Pty Ltd. We are committed to promptly, fairly, and transparently addressing all complaints, ensuring continuous service improvement.

Purpose

This policy provides a clear and accessible process for clients, their families, carers, and advocates to raise complaints. It ensures that all complaints are handled effectively and by the relevant legislation and standards.

Scope

This policy applies to all clients, their families, carers, advocates, and other stakeholders, as well as to all Striving Ability Support employees, contractors, and volunteers.

Principles

Accessibility: The complaints process will be accessible to all clients and stakeholders.

Fairness: Complaints will be handled unbiased and impartially.

Confidentiality: Information regarding complaints will be kept confidential and only disclosed where necessary.

Timeliness: Complaints will be addressed promptly within established timeframes.

Responsiveness: We will take all complaints seriously and respond appropriately.

Accountability: We will take responsibility for our actions and continuously seek to improve our services.

Complaints Process

Making a Complaint

Complaints can be made verbally or in writing via email, phone, in person, or through our online complaints form. Clients and stakeholders can make a complaint anonymously if they wish.

Acknowledgement

All complaints will be acknowledged within two (2) business days of receipt. The acknowledgement will include information on the next steps and the expected timeframe for resolution.

Investigation

Complaints will be investigated thoroughly and impartially. The investigation process may include gathering information, interviewing relevant parties, and reviewing documentation.

Resolution

We aim to resolve complaints within twenty (20) business days. If more time is needed, the complainant will be informed of the reason for the delay and the expected timeframe. The resolution will be communicated to the complainant, including any actions taken or proposed to address the issue.

Follow-Up

Follow-up actions may include checking in with the complainant to ensure the issue has been resolved satisfactorily. Feedback from the complainant will be used to improve our services.

Appeals

If the complainant is unsatisfied with the outcome, they can request a senior staff member to review the decision. The appeal will be reviewed, and a response will be provided within ten (10) business days.

External Review

If the complainant remains dissatisfied, they can contact external bodies such as the NDIS Quality and Safeguards Commission or other relevant authorities.

Responsibilities

Management: Ensure the complaints management process is implemented effectively. Provide training and resources to staff to support the process.

Staff: Handle complaints following this policy. Report any complaints received to management promptly.

Clients and Stakeholders: Provide feedback and cooperate with the complaints process.

Confidentiality and Privacy

All information related to complaints will be handled following our Privacy Policy and relevant legislation, including the Privacy Act 1988.

Review

This policy will be reviewed annually or as required to remain relevant and practical.

Approval

This policy has been approved by the management of Striving Ability Support Pty Ltd and is effective as of 19 August 2024.

Striving Ability Support Pty Ltd
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