

# Complaints – Policy and Procedure

## SECTION 1 - INTRODUCTION

### Scope

This document applies to all Roar Agency workers. A person is a worker if the person carries out work in any capacity for Roar Agency, including work as:

- (a) an employee; or
- (b) a contractor or subcontractor; or
- (c) an employee of a contractor or subcontractor; or
- (d) an employee of a labour hire company who has been assigned to work at Roar Agency or
- (e) an apprentice or trainee; or
- (f) a student gaining work experience; or
- (g) a volunteer.

### Principles

A complaint is 'any expression of dissatisfaction, either written or verbal, made by or on behalf of a customer'. A verbal complaint should be treated just as seriously as a written complaint.

Roar Agency is committed to the efficient and fair resolution of complaints— complaints will be handled equitably, objectively and in an unbiased manner. Complaints are to be encouraged and seen by everyone in the organisation as an opportunity to improve services.

## SECTION 2 - POLICY

Roar Agency provides all customers with access to information regarding their right to forward a complaint or provide feedback regarding any service or interaction with our organisation. Complaints and feedback can be provided either written or verbally.

All Roar Agency workers are to ensure the complainant is provided with information regarding the complaints process and how this will be managed at the time of the complaint.

All complaints at Roar Agency are managed by Gregory Lacy, National Care Manager. Complaints can be received verbally by calling 0408 568 213 or in email at [greg@roaragency.com.au](mailto:greg@roaragency.com.au)

## SECTION 3 - PROCEDURE

### Responsibilities

The Care Manager is responsible for the coordination of the Complaints Policy and Procedure, including the administration of all complaints records, investigating and resolving complaints and ensuring recommendations arising from the resolution of a complaint are identified and implemented accordingly

### Informing customers of the right to complain

- At the time of intake to Roar Agency, staff will discuss the complaints process with the new Customer and their nominated decision maker, and/ or parent/ carer.
- A new Customer is provided with a Service Agreement which is signed and a copy provided to the Customer
- Customers are periodically advised of their right to provide feedback or make a complaint during individual plan reviews, or implementation and /or review of service agreements
- When required, interpreters may be arranged to facilitate understanding of the complaint procedure
- Customers and their nominated decision maker or parent/ carer have a right to complain and at no time will suffer negative consequences as a result of exercising that right.
- Complaints are referred to the Care Manager of Roar Agency
- Where the complainant does not wish to make a complaint to the Care Manager, they can contact the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission
- In circumstances in which a criminal/police investigation is undertaken Roar Agency will cease to investigate the events of complaint and will take direction from the delegated authorises.

### Informing staff

- All employees are provided with a welcome pack which includes important documents that must be signed off as read and understood. The Roar Agency Complaints Policy and Procedure is included in this pack.
- All employees must have watched the NDIS Quality and Safeguards Commission Worker Orientation Module and provide a Certificate of Completion for file.

### Responding to a claim

#### ***Informal response and feedback***

Where possible, complaints from Customers are best handled and resolved at the point of service delivery by front line staff in a timely and responsive manner. The Customers feedback/concerns and actions taken are recorded as a case note and the staff member advises the Care Manager accordingly.

### ***Formal response***

The following process is to be followed when formal complaints are unable to be resolved by front line staff at the local level:

#### Step 1: Complaint received

- Complaint is received either verbally or in writing by the Care Manager
- Within 2 business days of receiving complaint, the Care Manager is to verbally acknowledge the complaint with Complainant.

#### Step 2: Complaint investigation

- Complaint investigation to be completed within 14 days of receipt of complaint. If investigation is taking longer, a courtesy call is to be made to the complainant accordingly
- Investigation steps must be recorded by the Care Manager

#### Step 3: Complaint outcome

- Within 4 working days of completing an investigation, a Complaints Outcome Letter is to be sent to the complainant
- All relevant documentation is to be filed with the Investigation report

#### Step 4: Complaint closed

- The complaint will then be closed
- Feedback following the resolution of a complaint, both positive and negative, will be used as a source of ideas for improving services and other activities.

Where the complaint may give rise to a potential claim, the Care Manager will inform the Insurer accordingly. All conversations will remain de-identified due to privacy reasons.

### ***Referral to NDIS Quality and Safeguards Commission***

A customer has the right to make a complaint directly to the NDIS Quality and Safeguards Commission. This can be done by calling 1800 035 544 or online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

Where resolution fails to be achieved through the Roar Agency complaints management mechanisms, a referral may be necessary to an external agency or organisation for advice/assistance, or alternate dispute resolution. In these instances, the Care Manager will source available agencies and advise the complainant accordingly.

### **Anonymous Complaints**

Roar Agency accepts anonymous complaints, and will carry out an investigation of the issues raised when sufficient factual evidence is provided. Anonymous complaints will be treated with the same priority as other complaints.