

Complaints

Handling Guide:

Policy, Process and Procedure



My Supports

The support provider created
by and for people with a disability

Complaints Policy, Process and Procedures Map

There are three areas covered in our Complaints Handling Guide, and they are defined as:

1.0 Policy

A clear statement that reflects the principles My Supports has adopted in relation to complaints handling within the organisation;

2.0 Process

The main elements that define and document what the complaint process covers, such as who can complain and what they can complain about;

3.0 Procedures

More in depth information on what actions needs to be taken to carry out a complaint with clearly defined steps and outcomes.

1.0 Policy

My Supports is a disability service provider committed to effective complaints handling within our organisation. We:

- are committed to ensuring that any person using our services has the right to complain or give feedback.
- are committed to ensuring that any person that complains has their concerns addressed in ways that ensure equality, fairness and privacy.
- value the benefits of an effective complaint handling process, are open to feedback, and committed to seeking appropriate resolution of complaints.
- value complaints as opportunities to address policy, and process inadequacies they may highlight, so that we can continually improve our services.

The organisation also uses complaints as a guide to accountability and learning. Complaints are used to stimulate continuous organisation improvement.

2.0 Process

2.1 Making a Complaint

If you make a complaint to My Supports, you can expect that:

- there is no charge for making a complaint with us.
 - there is no disruption in service while a complaint procedure is in process.
 - you will not be treated differently because you have made a complaint.
 - you will be treated with respect.
 - the receipt of your complaint will be acknowledged.
- 

- you will be told what to expect in the complaint handling process.
- we will carry out the complaint handling process in a fair and open way.
- we will provide reasons for decisions made.
- we will protect your privacy during and after the process.
- alternative formats for information, such as Braille, Large Print, or Easy English will be made available upon request.

2.2 Who can make a complaint

A complaint may be lodged by:

- The person who received the service
- A nominated representative, for example, a family member's guardian or carer
- A recognised advocate of the person who received the service

You may choose to lodge your complaint anonymously, however this may make it more difficult for us to investigate and resolve satisfactorily if sufficient, reliable information and evidence cannot be gathered.

2.3 What your complaint may be about:

Complaints can include allegations that My Supports or its staff have acted unreasonably:

- by refusing to provide a service
- by providing an inadequate service or explanation
- by unreasonable delays without providing notice or reasons
- by delivering a service with inadequately trained staff in the manner of which a service was provided
- by denying or restricting the client's access to records
- by breaching confidentiality or privacy
- by failing to comply with the Carers Charter in that state
- by failing to comply with the National Standards for Disability Services

2.4 Confidentiality and record keeping:

Personal information of the complainant, and any people who are the subject of a complaint, is kept confidential and only used for the purposes of addressing the complaint and any follow up actions.

Only relevant management of My Supports have visibility on any complaints and records, and this is managed by the My Supports Complaints Handling Officer, Megan Robinson. The type of information recorded and kept in the Complaints Register is covered under Procedure Section 3.5.

2.5 When to complain

Complaints must be made within 12 months of the date that the service being complained about was provided. Some discretion exists if there is a good reason for the delay, for example, if you

only become aware of the problem that led to the complaint after the 12 month period has expired.

2.6 If you are not satisfied

If you are not satisfied with the way My Supports has dealt with your complaint, or the outcome of your complaint after it has been resolved, you may have another person review the process of the complaint.

If you are still not satisfied, we can direct you to ways of dealing with your complaint outside this organisation. Some options are included in the Complaints Procedure.

3.0 Procedures

How to make a complaint

3.1 Registering the Complaint

You can make a complaint:

In person (by appointment):

My Supports
3 Marion Street Midland 6056

In writing:

Complaints Handling Officer
My Supports
3 Marion Street Midland 6056

Via email:

complaints@mysupports.com.au

By phone:

08 9274 7575

You have a right to have a friend or advocate with you at meetings during the complaint procedure.

3.2 Information we will need:

You are welcome to use the optional form at the end of this document as a guide, but you do not have to. It will help us investigate your complaint if you provide us with this kind of information:

- Your contact information
- What you are dissatisfied about
- What happened
- When did it happen
- Where did it happen
- What are the names of the people involved
- What steps have you taken, if any, to resolve the matter
- What outcomes you are seeking

3.3 Responsiveness:

Complaints are acknowledged in a timely manner, addressed promptly and according to order of urgency. My Supports will contact you to acknowledge we have received your complaint within 5 working days of receiving it. This is your formal Receipt of Complaint.

3.3 Investigating the Complaint

- The person or persons from My Supports investigating the complaint will not be the person the complaint has been made about.

- Complaints will be handled by people who have the appropriate skills and authority to resolve or investigate complaints and, where appropriate, provide remedies and identify improved practices. In most cases, this will be the Complaints Handling Officer, Megan Robinson.
- Any conflicts of interest must be declared.
- You may be asked for more information after you have lodged your initial complaint to help us with this.
- My Supports will investigate and resolve complaints within 20 working days of complaints being received. If for any reason this cannot be met, the complainant will be informed of the reasons why, and given an alternative timeframe.

3.3 Resolving the Complaint

My Supports will work to find a solution to the complaint as quickly and as fairly as possible. You will be advised of the outcome and action taken where relevant. If a complaint is upheld, examples of action taken might include providing a remedy, an explanation, an apology, or other resolution.

3.4 Recording the Complaint

My Supports undertakes to manage a Complaints Register and file complaints. Information captured and recorded includes:

- the date of the complaint
- the nature of the complaint
- the action taken
- the date of resolution and reason for the decision made
- indication of complainant being notified of outcome
- complainant response and further outcome if relevant

We keep records: all complaints, the process, outcomes and feedback from the complainant for a period of seven years.

3.5 Escalation after Outcome

If the complainant is not happy with either the outcome, or the way the complaint process was carried out, there is an internal and external review and appeals process. If you are still unhappy with your complaint and have followed every avenue within My Supports, you may consider involving alternate external parties.

For example, there are independent State Government Agencies providing an impartial resolution service for complaints relating to health or disability services providers. This service is usually free. Services may vary from state to state.

Please note these types of services usually recommend first attempting to resolve your complaint with the service provider directly. It is also not customary for complaints to be investigated if they have been registered concurrently with other organisations. They are usually unable to deal with complaints past a certain date, or that have already been decided by a court, registration board or tribunal. Complaints that deal with alleged illegal behaviour should be reported to the police.

Complaint Agencies by state

South Australia

NDIS Commission

If you are in New South Wales or South Australia, a complaint can be made to the NDIS Commission by:

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. National Relay Service and ask for 1800 035 544. Completing a complaint contact form.

New South Wales

NDIS Commission

If you are in New South Wales or South Australia, a complaint can be made to the NDIS Commission by:

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. National Relay Service and ask for 1800 035 544. Completing a complaint contact form.

Western Australia

The Health and Disability Services Complaints Office (HaDSCO)

Level 2
469 Wellington Street
Perth WA 6000

Complaints and Enquiries line: (08) 6551 7600
www.hadsco.wa.gov.au

Queensland

Director of the Health and Disability Services Complaints Office (HaDSCO)

Telephone: (08) 6551 7600
TTY: (08) 6551 7640
Freecall: 1800 813 583
www.hadsco.wa.gov.au

Victoria

Office of the Health Services Commissioner

Telephone: 03 8601 5200 / 1800 136 066
www.health.vic.gov.au/hsc/index.htm

Every effort has been made to make this document accessible. If there are things in this document that you do not understand or need help with, please contact our complaints handling officer Megan Robinson. We can help you with this document or provide it to you in another format.

Assistance:

You can get help to complete this form by a family member, carer, guardian, advocate, friend or our Complaints Handling Officer, Megan Robinson.

Please tick the relevant box below:

Concern / Feedback Complaint

Complaints Form

Your Details (person lodging the concern and/or complaint)

Full Name (legal name):

Address:

Post Code:

Contact Details

Home Phone:

Mobile Phone:

Email Address:

Do you identify as
Aboriginal or Torres
Strait Islander?

Yes

No

Unsure

Are you from a culturally and linguistically diverse
background?

Yes (specify the background)

No

Unsure

Client details if different to above

Full Name (legal name):

Address:

Post Code:

Contact Details

Home Phone:

Mobile Phone:

Email Address:

Complete this section if someone is assisting you with the concern and/or complaint, for example, a family member, carer, guardian, advocate or friend

Name:

Relationship to you:

Organisation if applicable:

Address:

Contact Details Home Phone:

Mobile Phone:

Email Address:

Tell us what you are dissatisfied about and when it happened. If possible, provide us with the names of the people involved. Please attach copies of relevant documents such as letters, reports, photographs etc.



What steps have you taken to resolve the matter?

What outcomes are you seeking?

Signed by person lodging the complaint: _____

Date: _____



How to Lodge this Form:

In person:

At the reception:
My Supports
3 Marion Street
Midland 6056

By Email:

complaints@mysupports.com.au

By Mail:

Confidential
Complaints Handling Officer
3 Marion Street
Midland 6056

