



Managing Complaints Policy

Document Name	Managing Complaints Policy	CEO Approved	<i>[Signature]</i>
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Implementation Date	18 May 2010		

Why do we need this policy?

The purpose of this policy is to ensure each individual has knowledge of and access to Identitywa's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and managed appropriately.

Who is the policy for?

This policy is for all workers who may receive complaints or expressions of dissatisfaction from individuals, their families and/or carers and advocates. It is also for individuals and other stakeholders, who require information regarding Identitywa's complaints process.

Please refer to the Worker Grievance process for work related complaints generated by Identitywa workers.

What do we want to achieve with this policy?

The process for complaints management is accessible and transparent for individuals to provide feedback. Complaints are seen as a positive contribution to continual improvement processes, and there are no negative repercussions for raising a complaint.

Policy Statement

Identitywa is committed to ensuring all individuals, their families and/or carers, as well as advocates, are free to discuss their concerns and lodge complaints without prejudice. As our values state, our approach is objective and fair. We strive to be open and honest, and to look for opportunities rather than seeing barriers.

The general principles guiding the NDIS Act, includes that:

- People with disability have the same right as other members of Australian society, to pursue any grievance.
- People with disability are respected for their worth and dignity and to live free from abuse, neglect and exploitation.
- People with disability are able to determine their own best interests including the right to exercise choice and control and to engage as equal partners in decisions that will affect their lives to the full extent of their capacity
- Have their privacy and dignity respected
- Have the role of families, carers and other significant persons in their lives

acknowledged and respected.

- Innovation, quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability are to be promoted

These principles are adhered to by Identitywa, and this policy confirms the application of those principles. The NDIS Code of Conduct also underpins the service's response to complaints. There will be no negative repercussions for those making a complaint.

The Managing Complaints Policy and process are available on the Identitywa website. Information can be provided in alternative formats, including Easy Read English and languages other than English. The complaints process is not discriminatory, and is accessible to people from a diverse range of backgrounds. Identitywa workers are trained in handling complaints.

All complaints will address any conflict of interest prior to the process commencing. The complaints process is undertaken with consideration of procedural fairness.

The complainant will be supported to identify and access an advocate, if needed. Please see the Advocacy Policy for further information. A list of Western Australian advocates is available. Identitywa will work with all decision makers identified for the individual.

Complaints will be handled with the highest of confidentiality, and only those directly involved in the resolution of the complaint, will have access to records, unless disclosure is required by law.

Complaints will be resolved within the prescribed timeframe. Complainants will be informed at every stage of the complaint process. Complaints will be escalated as per the Complaints Procedure. Appropriate actions will be taken in the resolution of the complaint. Where a complainant is dissatisfied with the outcome, they will be supported to engage with external agencies, if requested.

Identitywa has a centralised system for recording and tracking complaints along with reasons for any decisions. This system allows for the analysis of any trends or areas of note arising from complaints. Annual Internal Audits will be conducted to review the outcomes and process of complaints.

Records relating to complaints is provided to the NDIS Commissioner when requested.

At any stage, a complainant can address their grievance directly with the NDIS Commission.

Who can make a complaint?

Any person can make a complaint about the provision of support and service by Identitywa. This includes people with individuals, their families, carers, advocates or guardians, or any other person who wishes to make a complaint.

Anonymous complaints

If a complainant does not wish to provide their name, Identitywa still investigate their complaint. The complainant will be asked how they would like to be advised of the outcome of the investigation.

Vexatious complaints and unreasonable complainants

A vexatious complaint is one which is raised, regardless of its merits, to harass, annoy or subdue. Fair consideration must be given to the complaint.

Incident

A complaint which is raised, involving a serious incident, includes:

- Death or serious injury
- Allegation of abuse
- A complaint that would result in legal action
- Impacting on reputation of Identitywa
- Breach of NDIS rules

If this is the case, the complaint will be handled as per the Incident Reporting, Incident Investigation and the Incident Management Procedures.

How can a complaint be made?

A complaint can be made to Identitywa by:

Telephone: 08 9474 3303

Email: feedback@identitywa.com.au

Writing: PO Box 278, Leederville, WA, 6902

Website: [We Value Your Views](#)

[Let's Have a Chat](#) feedback form

[We Value Your Views](#) feedback form

Complaints to other external agencies

Complainants can complain to:

- The Archbishop of Perth: 08 6104 3650
- HaDSCO: 08 6551 7600

Complaints to the NDIS Commissioner

From 1st December 2020 onwards, complaints can be raised directly with the NDIS Commissioner.

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

[National Relay Service](#) and ask for 1800 035 544.

Complete a [complaint contact form](#) from:

<https://www.ndiscommission.gov.au/about/complaints>

How Do We Know We Are Getting It Right?

All complaints are logged, investigated and closed out to the satisfaction of the person making the complaint. Workers of Identitywa are aware of how to handle a complaint. Individuals will be consulted and engaged to provide input to the development of Policies and Procedures.

Definitions

Individual

A person being supported by and in the care of Identitywa.

Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- an employee
- a contractor or sub-contractor
- an employee of a contractor or sub-contractor or
- a student, trainee, apprentice or volunteer.

Complainant

The person who is raising a complaint

The Legal and Regulatory Requirements we have to follow

This policy has been developed in accordance with the following:

[Privacy Act 1988](#)

[National Disability Insurance Scheme Act 2013](#)

[NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#)

[NDIS \(Complaints Management and Resolution\) Rules 2018](#)

[NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

[NDIS \(Quality Indicators\) Guidelines 2018](#)

[NDIS Code of Conduct](#)

Other related documents

Managing Complaints Procedure

Let's Have a Chat feedback form - Easy English

Participation in Service Improvement Policy

Privacy Policy and Procedure

Worker Grievance Policy and Procedure

We Value Your Views - feedback form

Protection of People We Support Policy

Incident Management Policy

Incident Investigation Procedure

Incident Reporting Procedure

Do you need to know more?

The Health and Disability Services Complaints Office (HaDSCO) has produced a helpful guide to handling complaints: [Helpful tips for handling a complaint](#)

Please contact the Policy Officer if you have any questions regarding policies, procedures and/ or review details. If you would like to be involved in our policy development programme please use the contact details below:

Telephone: (08) 9474 3303