

Document Name	Managing Complaints Procedure	CEO Approved	<i>Handwritten signature</i>
Category	Governance	Approval date	June 2020
Version	4	Review date	June 2022
Implementation Date	18 May 2010		

Why do we need this procedure?

The purpose of this document is to outline the steps to be taken when workers receive a complaint from an individual, family member, carers and other parties.

Who is the procedure for?

This procedure is for all workers, including Board Members, who may receive complaints or expressions of dissatisfaction from the people we support, their families and/or carers and other parties. This includes Board Members.

Who can make a complaint?

Any person who feels aggrieved or dissatisfied about a service they have or are receiving from Identitywa are able to make a complaint. This includes individuals, other agencies, members of the public and contractors.

If a worker wishes to make a complaint they need to follow the Worker Grievance Policy and Procedure.

Managing complaints procedure

Both feedback and complaints are important as part of the Continual Improvement processes at Identitywa. A formal complaint will follow the complaints procedure. It is clearly documented and appropriately followed up. Feedback is logged and any Continual Improvement outcome is noted on the Continual Improvement Register. Where possible, informal complaints or feedback will be handled to the satisfaction of the complainant and won't proceed through the complaints process.

A complaint can be raised in a variety of ways, including:

- 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

Although it is ideal to have the details of who is making the complaint, complaints can be lodged anonymously. Complainants will be asked how they would like to receive information relating to the outcome of their complaint.

Complaints Process

Step One

When a complaint is received, it is allocated to the complaints handler, and an investigation will commence. Information about the complaints process, as well as the Advocacy Policy and a list of advocates, will be provided to the complainant, in an appropriate format. This includes in Easy Read format or in a language other than English; whichever format is requested. Identitywa acknowledges the important role that advocates make in assisting with issues, such as complaints, and encourages complainants to seek an advocate if required. Any potential conflicts of interest will be identified prior to the complaints investigation commencing.

Step Two

A letter acknowledging the complaint will be sent to the person raising the complaint within two (2) business days, after receiving the complaint. The letter will outline the expected duration for the completion of the complaint. The complaint will be logged on the Complaints Register and the CEO will be advised.

Allegations will be handled appropriately, and referred externally, including to the Police. Further to this, if a complaint is raised and involves a serious incident, this will be handled as per the Incident Reporting, Incident Investigation and the Incident Management Procedures.

Step Three

Once the complaint is identified, an investigation will be conducted. It is noted that at all times, where possible, the privacy and confidentiality of individuals, as well as those affected by the complaint, is maintained, unless disclosure is required by law. The investigation may include interviews and document reviews. The report will then be reviewed and discussed with the CEO.

Step Four

When the complaint has been resolved and an outcome received, the complainant will be contacted and presented with the outcome, in writing or face to face. If they are happy with the process, the complaint will be closed, and a formal letter sent to the complainant. The outcome will be logged on the Complaints Register, and any arising Continual Improvements will also be addressed.

The complainant will be invited to attend a meeting, in which they can provide feedback about the complaints process and their level of satisfaction with the outcome. Individuals who have complained will be supported to give feedback. Once feedback has been obtained and the outcome resolved, the complaint is closed in the Complaints Register.

Step Five

Should the complainant not be satisfied with the outcome of the complaints process, the complainant can lodge an appeal and escalate the complaint within Identitywa to the CEO, and if still unresolved, to the Board. If a complainant is still dissatisfied, they will be advised of external agencies who can help in the resolution of complaints.

If the complainant is still not satisfied with the outcome, the complainant can proceed externally, to the following:

Archbishop of Perth – 08 6104 3650

HaDSCO – 08 6551 7600

Complaints to the NDIS Commissioner

From 1st December 2020, 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>

Other Considerations

Procedural fairness is considered at all times, in any investigation that could affect the rights, interests or reputation of a person.

It is also noted that there is a difference between complaints that are specifically about the conduct of workers, and complaints about supports and service which incidentally identifies workers.

There will be no negative repercussions for raising a complaint – complaints are welcome and seen as an opportunity to improve Identitywa’s service. Individuals are encouraged to speak up about their satisfaction with Identitywa, as Identitywa strives to become a leading service provider.

As part of Continual Improvement processes, actions arising from complaints as well as feedback indicating satisfaction of complainant resolution, will be analysed, with outcomes and trends leading to improvement in Identitywa’s service. This review is done at least annually, and reported to the Board. Similarly, the Feedback Register will be reviewed and reported.

This procedure will be available in alternative formats, including languages other than English, and Easy Read processes, as well as on the Identitywa website.

Please refer to the Complaints Flowchart for a visual description of the process.

Serious Incident

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

- A complaint that would result in legal action
- Allegation of abuse
- Death or serious injury
- 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 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. There will be an annual review of the complaints process. 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 procedure 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?

Managing Complaints Procedure OG-POL 9

The Health and Disability Services Complaints Office (HaDSCO) has produced a helpful guide to handling complaints:

[Helpful tips for handling complaints](#)

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 contact: Telephone: (08) 9474 3303