



Feedback and Complaints Management Policy and Procedure Easy Read Document





Feedback and Complaints Management Policy and Procedure

Access4u is committed to ensuring you have the right to provide feedback or a complaint.



Access4u will provide processes that protect you, which are clear and are simple.

We will be open and honest, and comply with laws and regulations.

Our policies comply with NDIS standards and their framework.

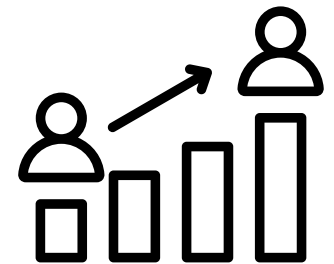


Definitions

A **complaint** is an expression of dissatisfaction about our organisation.

A **complainant** is someone who expresses dissatisfaction about our organisation.

Escalation is the process of reporting complaints to the NDIS.



Principles

Access4u will encourage customers and families to raise any concerns they may have.

We will treat all complaints with respect.

We will keep complaints confidential.



We will support and advocate for you.



Feedback and Complaints Management Policy and Procedure

We will aim to resolve complaints to your satisfaction.

We will aim resolve complaints within 14 days.

We will keep you informed throughout the process.

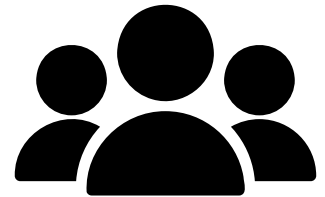
We will continually improve our complaints process.



Procedure

We will keep you informed about our complaints process and how to provide feedback.

All staff are responsible for making sure you know about our process.



Collecting feedback

We collect feedback through various sources:

phone



email



our website

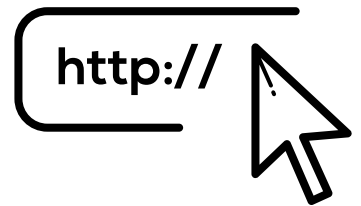




Feedback and Complaints Management Policy and Procedure

We will keep a record of your feedback and review our feedback regularly.

Anonymous complaints can be made at any time through our website: **Access4u.org.au/about/feedback**



Training procedures

Staff will be trained about our complaints management process.

Managers will go through training as well.



Providing feedback or making complaints to Access4u

You can provide feedback in many ways.



You can provide feedback in writing

You can provide feedback verbally.



You can let staff know.

You can tell a manager or supervisor.



You can call our office on **1800 022 237**.

You can tell the Complaints Management team by emailing feedback@access4u.org.au



You can tell our CEO at cathy.miller@access4u.org.au.

You can contact the NDIS on 1800 800 110.





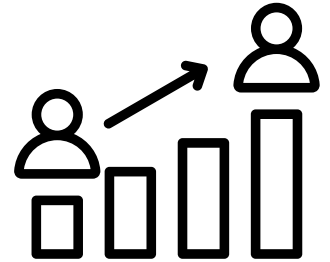
Feedback and Complaints Management Policy and Procedure

If the complaint is about:

A staff member, it will be dealt with by a senior staff member.

A senior staff member, it will be dealt with by our CEO.

The CEO, it will be dealt with by our board.



Lodging an appeal

You can lodge an appeal if you do not agree with the outcome of your complaint.

An appeal can be made in writing and submitted to our CEO.



Procedures for complaints and appeals

Any staff member who receives a complaint must listen and raise the complaint.

They must explain next steps to you.

The person managing the complaint must submit your complaint into our register.

They must inform you about the process and provide a time frame within two days.

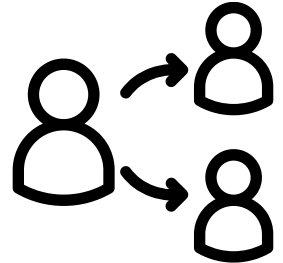
The complaint must be looked at it within two days and aimed to be resolved within 14 days.





Feedback and Complaints Management Policy and Procedure

If the complaint cannot be resolved within the timeframe, we will contact you.



We will inform you of the decision made and why.

We will inform you if anything else is required.

We will make sure an apology is issued, if required.

If you are not satisfied, you can notify our CEO in writing.

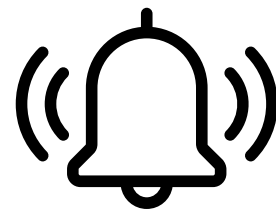


If you are still not satisfied, you can contact the NDIS.

Complaints involving staff members

The Senior Manager must resolve complaints involving Access4u staff.

The staff member will be notified about the complaint.

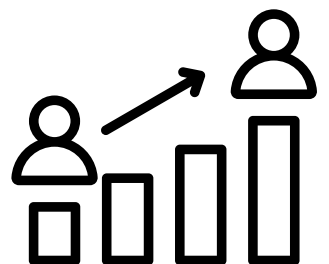


The complaint will be investigated and staff can respond.

We will aim to resolve the matter to your satisfaction.

We will take all actions necessary to resolve the complaint.

Complaints against governing members will be sent to the Chair.



The Chair will also go through necessary steps to resolve the complaint.



Feedback and Complaints Management Policy and Procedure

Record keeping

We will keep a complaints register.

This will include:

details of complaint

date lodged

action taken

date of resolution

reasons for decision

when complainant is notified of outcome

complainant response and further action

This information will be kept in a secure file.

The complaints register is confidential.

Continuous improvement

This system will be evaluated regularly.

We will use this system to make changes and improvements to our organisation.

