

Fitness Embassy®
COMPLAINTS MANAGEMENT POLICY FOR NDIS
PARTICIPANTS AND CARERS

PURPOSE

All NDIS Providers, registered or unregistered, must provide information about key principles and good practices for effective complaints management. In conjunction with the NDIS Code of Conduct, all NDIS Providers have a responsibility to ensure that they are delivering safe and quality supports and services to people with a disability.

SCOPE

All staff, all Fitness Embassy® employees/contractors, and all NDIS Participants and carers.

REASON FOR POLICY

Fitness Embassy® acknowledges and agrees with the NDIS Quality and Safeguards Commission that people with a disability have the right to complain about the services they receive. Whilst Fitness Embassy® will do our best to provide quality supports and services to people with disability, issues may occur from time to time.

Fitness Embassy® believes complaints are important as, in some instances, they can help improve the quality of services we provide, so ultimately raising a complaint may help other clients' and Participants' too.

COMPLAINTS MANAGEMENT AND RESOLUTION PROCESS

A complaint is described in the NDIS Quality and Safeguards Commission Effective Complaint Handling Guidelines as: -

An expression of dissatisfaction with an NDIS support or service, including how a previous complaint was handled, for which a resolution is explicitly or implicitly expected.

Fitness Embassy® acknowledges that regardless of whether a complaint is considered large or small, it is treated seriously. To the complainant, their input is valued to improve the services being delivered.

A well-handled complaint signals to the complainant that their opinion is valued, and their feedback has been taken seriously, and can, actually improve the relationship between an NDIS Provider and a person with a disability.

Fitness Embassy® has a company culture that encourages all NDIS Participants to speak up with any issues as they should feel valued and respected as equal citizens within the community.

Fitness Embassy® has a responsibility to ensure that they are delivering safe and quality services to people with a disability. Feedback from NDIS Participants and Carers are an important indicator of whether this responsibility is being fulfilled.

In verbal and written formats, all feedback is welcomed at the Fitness Embassy®. We encourage constructive feedback from our Participants, Carers and Guardians.

Fitness Embassy® continually reinforces their commitment to all NDIS Participants, Carers and Guardians to feel supported to speak up and provide feedback at any time, particularly when they believe the services have not met their expectations.

FITNESS EMBASSY'S RESPONSIBILITIES IF A COMPLAINT IS RAISED

Fitness Embassy® acknowledges that a person with a disability may be impacted by a complaint made when he or she is not the complainant. To ensure that they meet the needs of the person with a disability, they must ensure that both the person involved in the complaint and any affected person with a disability are: -

- Appropriately involved in the resolution of the complaint, and
- Kept informed of the progress of the complaint including any action taken, the reasons for a decision being made, and options to have a decision reviewed.

Fitness Embassy® will ensure that the person making the complaint, and any person with a disability affected by issues raised in a complaint, are communicated throughout the complaint management and resolution process in an appropriate and responsible way that meets their needs.

PROCESS FOR MAKING A COMPLAINT

Once a complaint has been made to Fitness Embassy® whether that be through verbal or written means, Fitness Embassy® has the responsibility to respond as quickly as possible to the complainant. It is Fitness Embassy's® best practice to respond to any complaint in a basic form within 24 hours. This will be done by the Director or Fitness Embassy® Administration delegate.

Over the next two days, it must be determined very quickly what the Participant, Client or Carer are seeking (The Four A's of successful resolution): -

- Acknowledgement
- Answers
- Action and/or
- Apology

The Director or Fitness Embassy® Administration delegate will address the four (4) A's within the two-day timeframe in writing.

During the Complaint Resolution process, Fitness Embassy® delegates must also determine whether there is a reportable incident arising from the Complaint. If so, they must follow the steps in the reporting of such incident to the NDIS Quality and Safeguards Commission.

If, once the resolution has been reached by the Participant, Client or Carer, they do not feel that their complaint has been dealt with to their expectation/s, they are well within their rights to lodge a formal complaint through the NDIS Commission.

From this step, a NDIS Commission complaints resolution officer will arrange a time to talk to the complainant to understand the concerns raised. The complainant may be asked: -

- for further information so a resolution officer can understand the issues involved and any immediate concerns
- if the complainant is making a complaint on behalf of an NDIS Participant, and whether a resolution officer can speak directly with them to seek their input and understand their concerns

- for the complainant's permission to speak to the NDIS provider about the complaint, and to seek further information and documents from them.
- NDIS will send the complainant a written confirmation of the issues raised in the complaint, and the outcomes sought after. This consent is required to start the formal resolution process.

If the NDIS Participant receiving the service/s pertaining to the complaint is in New South Wales or South Australia, a complaint can be made directly to the NDIS Commission by contacting: -

- 1800 035 544 (free call from landlines) or
- TTY user on 133 677 (Interpreters can be arranged) or
- National Relay Service on 1800 035 544 or
- By completing a complaint contact form online – Contact and Feedback Form.

The NDIS Commission can take complaints about: -

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard.

AFTER A COMPLAINT HAS BEEN MANAGED

Once a complaint has been resolved to the satisfaction of the complainant, Fitness Embassy® will, as part of their management meetings, review the issue and follow-up on any implementation of actions. This may also include checking in with the complainant for feedback around the finalisation of the complaint, and their response to any further follow-up.

Fitness Embassy® will consider in this process the following areas but are not limited to: -

- Was there a service, policy or procedure that needs to be amended?
- Is there any improvements that need to be made to any other parts of the company following the complaint?
- How effective was the communication surrounding the complaint resolution?
- Do any staff /contractors require further training and professional development?
- Are there any internal actions that need to be taken?

END OF SECTION