

## Purpose

To ensure CPEC staff respond to feedback and complaints, and any concerns from any person who receives a service from CPEC in an effective and timely manner.

This policy seeks to meet the following requirements:

- Each person is treated fairly when providing feedback or making a complaint and is provided with information and support to make a complaint;
- When a person wishes to provide feedback or make a complaint, CPEC staff will make every effort to ensure that the person's views are respected. They will be kept informed as the complaint is investigated and will be afforded the opportunity to be involved in the resolution process; and
- Compliance with the Complaint Handling Guidelines for NDIS Providers.

## Policy

The CPEC Board endorses the principle that each person who receives a service from CPEC will be encouraged and supported as necessary, to provide feedback about the type or quality of services provided to them or any other issue of concern.

The Board recognises that feedback and complaints are a mechanism for continuous improvement in all aspects of the administration and services delivered at CPEC in order to improve.

In the event of complaints or feedback arising, CPEC will provide appropriate avenues for participants, families and staff to state and have resolved to their satisfaction any complaints or feedback about the service, support or any other issue, without fear of penalty or victimisation.

## Procedure

### Feedback

Feedback on CPEC's services and support is welcome as this provides information that may improve CPEC's range of services or the way in which they are delivered. Feedback forms are available on the CPEC website, from the therapist, receptionist or the Participant Information Handbook. A copy is attached to this policy for information.

Completed feedback forms should be reviewed by the Management Team and Board President (if required) to ascertain the recommendation or action required, and any timelines associated with the feedback.

Serious matters relating to participant/family safety or work health and safety issues will be addressed immediately to ensure that they are resolved in a timely and efficient manner, and feedback provided to the person who raised the issue. The Board President should be informed immediately.

## Complaints

This procedure should follow the complaint handling guidelines for NDIS Providers – Reference: <https://www.ndiscommission.gov.au/document/1081> This procedure is designed to achieve resolution at the earliest possible time and provide an opportunity for CPEC to review service delivery or other relevant issues to enable service improvement. All feedback and complaints will be handled according to the CPEC Privacy Policy. Where a matter cannot be resolved within CPEC, then it may be taken to an independent mediator.

The CEO and the management team will ensure that the feedback and complaint procedure described in this policy is clearly explained and understood by staff. The CEO will reinforce to staff the confidentiality aspects of complaints and that staff may not disclose (at any stage of the complaint) any details of a complaint that they have received except to report it to the appropriate staff member.

Staff members are responsible for communicating CPEC's feedback and complaints procedure in the following routine basis:

- Induction of new participants (this may include families/ guardians) into a service;
- Ongoing support to participants/families in making complaints. Both formal and informal methods may be used to facilitate this goal; and
- Participant/family support meetings with the therapists, CEO or the management team.

CPEC will:

- Provide a copy of the Complaint or Feedback Forms when requested – attached to this policy;
- Make copies of the Complaint or Feedback Form available at the reception area and on CPEC's website;
- Include a copy of the Complaint or Feedback Forms in the Participant Information Handbook for participants and their families; and
- Provide details of the NDIS Complaint Form when requested.

If the complaint or feedback involves the CEO; participants, family members or staff may wish to express their concerns or feedback directly to the CPEC Board President via email: [peter.yates@cpec.org.au](mailto:peter.yates@cpec.org.au)

## Informal Complaint Handling Procedure

A staff member receives an initial verbal complaint:

- The staff member receiving the complaint will inform the CEO or Board President (as required) to discuss the issue with the person raising the issue/ complaint;
- The CEO or Board President identifies and clarifies the person's complaint and the outcomes expected by the complainant;
- Where the issue can be solved through mutual agreement, then this should be undertaken and the informal complaint will have been resolved; and
- Where appropriate a complaints form may need to be completed.

## Formal Complaint Handling Procedure

- Where the complaint cannot be mutually resolved, the complainant will be provided with a complaint form and requested to complete and submit it to the CEO or to the Board President via email: [peter.yates@cpec.org.au](mailto:peter.yates@cpec.org.au);
- In the case of serious complaints e.g. criminal activities or allegations of bullying, physical, sexual or emotional abuse and complaint about neglect of participant's needs, investigations will be undertaken by the CEO or Board President and another member of the management team;
- Upon receipt of the complaint form, the CEO or Board President will:
  - Consider information in the 'Complaint Form' and determine if immediate action can be taken to resolve the complaint;
  - If the complaint has been resolved, sign off the complaint form for entry in the complaint register and attach any correspondence that has been forwarded to the complainant;
  - Where the action item has not led to resolution or the complaint is complex, the CEO will discuss with the CPEC Board President and the President will aim to resolve the issue with the complainant. Where the complaint is serious and involves notification to the Police, the Board President will be informed immediately of the complaint;
  - The CEO will ensure that all complaints and the outcomes of complaints are appropriately recorded on the Feedback/Complaints Register. All details on the progress or resolution of each feedback or complaint will be included in the CEO's monthly report for Board Directors.
- All complaints records will be kept in the event of further investigations.

Where a complaint or feedback cannot be resolved with either the CEO or Board President, the complainant will be referred to an external body for examination of the complaint such as:

- Disability Services Commissioner – 1800 677 342 or [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)
- NDIS Commission – “How to make a complaint about a Provider” - 1800 035 544 or [www.ndiscommission.gov.au/participants/complaints](http://www.ndiscommission.gov.au/participants/complaints) or use the attached NDIS Complaint Form
- NDIA Feedback and complaints – 1800 800 110 or [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

## Board Responsibility

- Oversight of the actions of CPEC in managing feedback and complaints;
- Review/monitor feedback and complaint handling practices;
- Manage the investigation of serious complaints involving alleged criminal or corrupt conduct; &
- Introduce procedures that will address issues related to any consistent areas of complaint.

## Feedback/Complaint Documentation

All feedback and complaints will be recorded in the CPEC feedback/complaint on-line register and copies of all complaints forms kept in relevant files. Accurate written records must be kept of all communications that form part of the complaint process. This includes notes taken of conversations between the parties which relate to management of the complaint and all agreed actions and decisions made in relation to the complaint.

## Notes:

- Only the people who are directly involved in the complaint or in helping to resolve it, are to have access to information about the complaint;
- Complaint documentation is to be kept separate from client or staff files; and
- Complaints are to be kept confidential.

## Time-line of complaints management

Complaints will be responded to in a timely manner. CPEC will acknowledge complaints as soon as possible following receipt of the complaint. Acknowledgement will include advising the complainant who will be handling the complaint and anticipated time when that person will make further contact. Acknowledgement will be made within 48 hours of receipt of the complaint.

Response to a complaint should commence as soon as practicable, within two weeks of receipt. For complex complaints it may be necessary to investigate the matter or seek information from external parties. When a matter is going to take longer period of time to resolve, the complainant should be kept informed of progress at regular intervals.

The complainant should be contacted at the end of the complaint handling process to communicate the resolution achieved, any agreed outcomes and to discuss any other issues that may be outstanding.

Timeframe for resolving complaints:

- Simple – within 4 weeks of receipt; and
- Complex in nature – within 6 weeks of receipt.

Determination of whether the complaint is simple or complex in nature lies with the CEO or Board President.

A follow up of a complaint resolution or outcome should be undertaken by the CEO or the person who has been nominated by the CEO to handle the complaint to ensure that the resolution/ outcome agreed upon has resulted in maintaining or improving a client's service and/ or workplace environment. This should occur within four weeks of the finalisation of a complaint investigation.

## Process of Appeal

A complainant may not be satisfied with the initial response provided to a complaint.

In such circumstances, CPEC will review the complaint handling process followed in the initial response and may further investigate matters and/ or reconsider the original decision when appropriate.

## External Agencies for Complaints

### Disability Services Commissioner

Ph: 1800 677 342

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

TTY: 1300 726 563

Website: [odsc.vic.gov.au](http://odsc.vic.gov.au)

## NDIS Commission

Ph: 1800 035 544

How to make a complaint about a provider or use the attached NDIS Complaint Form

Website: [www.ndiscommission.gov.au/participants/complaints](http://www.ndiscommission.gov.au/participants/complaints)

## NDIA Feedback and Complaints

Ph: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

**If people are not happy with the NDIA's actions contact the Commonwealth Ombudsman on phone: 1300 362 072**

## Related Policies

- Information Privacy
- Incident Management Policy and Procedures
- Incident Investigation Form
- Child Safety and Wellbeing Policy and associated Attachments
- Legal and Human Rights Policy

## Related Legislation

- *NDIS Act 2013*
- *NDIS Rules 2018*
- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*
- *Information Privacy Act 2000*
- *Ombudsman Act 1976*







# Complaint Form

## Part A – About me

Full Name:

NDIS Number (if available):

## Part B- About the complainant (if different to above)

Fill in this box if you are complaining on behalf of someone else

**Name of person:** [Click here to enter text.](#)

**What is your relationship to that person?** [Click here to enter text.](#)

**Does the person know you are making this complaint?** [Choose an item.](#)

**Does the person consent to the complaint being made?** [Choose an item.](#)

Fill in this box if someone is assisting you with the complaint – for example a family member, your nominee or representative.

**Name of representative:** [Click here to enter text.](#)

**Organisation:** [Click here to enter text.](#)

**Postal Address:** [Click here to enter text.](#)

### Contact Numbers

**Business:** [Click here to enter text.](#)

**Mobile:** [Click here to enter text.](#)

**Fax:** [Click here to enter text.](#)

**TTY:** [Click here to enter text.](#)

**Email:** [Click here to enter text.](#)

**My preferred contact is:** [Choose an item.](#)



## Part C – Your complaint

What is your complaint about?

**Provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision made by the Agency that you are unhappy about.**

[Click here to enter text.](#)

## Part D – Who is your complaint about?

### Name of the person, or service about whom you are complaining (the respondent or the Agency person who made the decision)

**Name/organisation:** [Click here to enter text.](#)

**Address:** [Click here to enter text.](#)

**Post Code:** [Click here to enter text.](#)

#### Contact numbers

**Home:** [Click here to enter text.](#)

**Business:** [Click here to enter text.](#)

**Fax:** [Click here to enter text.](#)

**Mobile:** [Click here to enter text.](#)

**TTY:** [Click here to enter text.](#)

**Email:** [Click here to enter text.](#)

**What is this person's/organisation's relationship to you?** [Click here to enter text.](#)

### What outcomes are you seeking?

[Click here to enter text.](#)

**NOTE:** If you want to complain about more than one person or organisation, please provide this additional information on an extra page.

## Part E – Further information

## Supporting information

Please attach copies of any documents that may help us investigate your complaint (for example letters, references, emails). If you cannot do this, please tell us what you think we should obtain.

Click here to enter text.

Have you made a complaint about this to another agency?

(For example: a disability service or equal opportunity agency, Health Care Complaints Commission, Ombudsman.)

If so, please provide details of the agency to which you made your complaint and any outcome. Please also attach copies of any letters you have received from that agency.

Click here to enter text.

Please check this box to consent to the National Disability Insurance Agency providing information to a third party (e.g. a Provider or another jurisdiction) to resolve your issue.

Email your form to: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au),

or post to National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601,

or drop your form off at any National Disability Insurance Scheme office. [Office locations](#)