



**NEW DAWN**  
SUPPORT SERVICES

## COMPLAINTS AND FEEDBACK POLICY

### 1. Overview

Newdawn Support Services Pty Ltd welcomes feedback and complaints and views these as opportunities for improving the quality and care and services it delivers. Newdawn Support Services Pty Ltd is committed to ensuring that each client and their representative has knowledge of, and access to, the complaints management process.

### 2. Purpose

**The Board of Newdawn Support Services Pty Ltd will:**

(a) Ensure that any of Newdawn Support Services Pty Ltd clients, families, carers, advocates, statutory bodies, government agencies, stakeholders, workers or any other person may make a complaint to, or about Newdawn Support Services Pty Ltd, its practitioners, employees, contractors, volunteers and other workers.

(b) Newdawn Support Services Pty Ltd understand they are able to provide feedback including complaints and that these will be managed without negative impacts on them as clients or employees.

(c) Monitor trends of feedback and complaints process and use feedback for ongoing continuous improvement

(d) Monitor the effectiveness of the feedback and complaints process.

### 3. Roles and responsibilities

**The Board and Management at Newdawn Support Services Pty Ltd will:**

(a) Ensure that all people associated with Newdawn Support Services Pty Ltd are free and are supported to provide feedback and/or complaints about any activities provided by Newdawn Support Services Pty Ltd.

(b) Respond to feedback and manage complaints efficiently in accordance with the Feedback and Complaints procedure.

(c) Identify any required actions to address complaints to improve the care and service provided by Newdawn Support Services Pty Ltd

(d) Monitor trends in feedback and complaints and the management of complaints process and take a proactive approach to ongoing continuous improvement.



**The workers at Newdawn Support Services Pty Ltd will:**

- (a) Ensure that all people associated with Newdawn Support Services Pty Ltd are supported to provide feedback and/or complaints about any activities provided by Newdawn Support Services Pty Ltd without negative impacts on the care and services provided to them.
- (b) Respond to feedback and complaints efficiently in accordance with the Feedback and Complaints Procedure.
- (c) Implement any actions to address complaints to improve the care and service provided by Newdawn Support Services Pty Ltd.

## **4. Definitions**

- **Key Management Personnel** means key management personnel, as defined in the organisational chart, involved in Newdawn Support Services Pty Ltd.
- **Clients** means a client of Newdawn Support Services Pty Ltd.
- **Participant** means a person involved in activities of Newdawn Support Services Pty Ltd
- **Principal** means the owner and or the Board of Management or their delegate of Newdawn Support Services Pty Ltd
- **Worker** means a person employed on a permanent, fixed term or casual contract. It also includes any contractors or volunteers employed by Newdawn Support Services Pty Ltd and includes the principal
- **Complaint** is an expression of dissatisfaction with a support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.
- **Complaint Manager** means the person allocated to manage the complaint process.
- **Complaints Process** means the process followed for managing complaints.
- **Complainant** is an employee, client, advocate, entity, member of the public or other person who expresses their discontent about Newdawn Support Services Pty Ltd to either the organisation or an external body.
- **External Complaint Manager** means a person external to the organization that is employed to manage complaints.
- **NDIS Commissioner Complaints Website** means <https://www.ndiscommission.gov.au/about/complaints>.

## **5. Scope of this policy**

This policy applies to the Board of Management of Newdawn Support Services Pty Ltd and its workers, contractors and volunteers.



## 6. NDIS Practice Standards

In maintaining and managing a quality organisation this policy relates to the following Practice Standards as outlined in

<https://www.ndiscommission.gov.au/document/986>

### Standard 1, 2 & 3

- Standard 1 Rights and Responsibilities
- Standard 2 Provider Governance and Operational Management
- Standard 3 Provision of Supports

## 7. Procedure

**A Complaint Manager, Incident Manager or external investigator is the person nominated to investigate a complaint. More than one person may manage the complaint to avoid the appearance of bias or manage conflict of interest issues. In this role they are to abide by the following procedural fairness steps:**

- (a) Identify whether the complaint or relevant information was provided on a confidential basis. If so, consider how confidentiality can be maintained for all parties.
- (b) Where confidentiality may be difficult to maintain, consult with the person/people who made the complaint or provided relevant information to notify them that confidentiality cannot be assured and seek their input into how they want the complaint to be addressed. (National Disability Scheme 2018).
- (c) Decide on a suitable process to manage the complaint.
- (d) Investigate the complaint using the principles of procedural fairness ((Australian Law Reform Commission 2016), (National Disability Scheme 2018).
- (e) Where the complaint relates to a worker, notify them of the allegations and relevant details (e.g. what they are alleged to have done or forgotten to do, when the incident occurred, and of the information that supports the allegation. It is not necessary to identify who made the allegation (this may be inevitable in providing other details. (National Disability Scheme 2018).
- (f) Inform the worker how the complaint is to be investigated, including who is conducting the investigation, how long it is expected to take, and how the investigation will be reported. (National Disability Scheme 2018). Reassure the worker that the overall process will be conducted fairly and without prejudice.
- (g) Consider whether any decision to impose a sanction. Where this is the case, a separate person should be appointed to undertake this to avoid prejudgment or prejudice.



**(h)** In line with the Human Resources Policy and Procedure inform the worker of any potential sanction that may be imposed.

**(i)** In line with the Human Resources Policy and Procedure allow the worker to respond to the allegations.

**(j)** Allow the worker to choose how they will respond. For example, face-to-face interview, written submission, or a meeting at which the worker is accompanied by a support and who that may be.

**(k)** Give the worker a reasonable opportunity to respond to the allegation(s) against the worker and possible sanctions.

**(l)** Inform the worker in writing of the decision that has been made following the investigation and allow them the opportunity to follow up (National Disability Scheme 2018).

**(m)** Where a sanction is inflicted on a worker detail the nature of the sanction and the appeals process.

**Information provided in a complaint is kept confidential, and only disclosed if the disclosure is:**

**(1)** required by law. Or

**(2)** is otherwise appropriate in the circumstances.

**(n)** Procedural fairness principles recognise that protection of identity and confidentiality are important elements of effective complaint handling and dispute resolution. This must be balanced against the obligation to provide procedural fairness to a person whose interests may be adversely affected by an administrative action, particularly if a sanction may be imposed on a person as part of the resolution of a complaint or allegation. This means that the obligation to provide procedural fairness may override – in whole or in part - the obligation to maintain confidentiality, depending on the circumstances. (Australian Law Reform Commission 2016), (National Disability Scheme 2018).

## **8. Other Relevant Documentation and Legislation**

This policy is to be read in conjunction with the legislation listed in the Legislation register and other policies and procedures as mentioned.

<https://www.legislation.gov.au/Details/F2018L00629>

- Feedback and Complaints Assessment, Investigation and Resolution Form
- Feedback and Complaints Criteria for Complaint Manager or Incident Manager
- Feedback and Complaints Form
- Feedback and Complaints Summary
- Feedback Compliments and Complaints Register



## **9. Policy Review**

Newdawn Support Services Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood this Policy and Procedure. I need to comply with this policy and procedure, and that Newdawn Support Services Pty Ltd can change or update the policy at any time.