



## **Complaints Management Policy**

The Place is committed to providing high-quality, person-centered services in a safe and respectful environment.

This policy outlines the process for managing complaints and feedback in accordance with Australian laws, NDIS Practice Standards, and the requirements of the National Disability Insurance Agency (NDIA).

Our goal is to ensure that all clients, families, and stakeholders have a clear pathway to raise concerns and provide feedback, and that these are handled with fairness, respect, and confidentiality.

### **Scope**

This policy applies to all clients, families, staff, volunteers, and stakeholders of The Place.

It covers complaints, grievances, and general feedback related to any aspect of our service delivery.

### **Principles**

#### **1. Accessibility and Transparency**

The complaints and feedback process is easy to access and understand for all clients, families, and stakeholders, including those with communication or cognitive challenges. Information about how to provide feedback or make a complaint is available on our website, in service agreements, and in client information packs.

#### **2. Fairness and Equity**

All complaints and feedback will be managed in a fair, impartial, and non-discriminatory manner. Clients, families, or staff will not be treated unfairly or suffer any repercussions for raising a complaint or providing feedback.

#### **3. Confidentiality**

All complaints and feedback will be handled with the highest level of confidentiality, respecting the privacy of the individual involved. Only those directly involved in managing the complaint will have access to the relevant

information. Complaints and feedback will be recorded and stored securely in line with the Privacy Act 1988.

#### **4. Timeliness**

Complaints and feedback will be acknowledged promptly. The complaint resolution process will be completed as promptly as possible, typically within 28 days depending on the complexity of the issue.

#### **5. Continuous Improvement**

Feedback and complaints are opportunities for continuous improvement. The Place will use this information to evaluate and enhance our services, policies, and practices.

### **Process for Providing Feedback**

#### **Informal Feedback**

Clients, families, and stakeholders are encouraged to provide informal feedback to staff during service delivery or directly to the directors, Lara and Liz, during interactions.

This feedback may relate to service quality, communication, environment, or any other aspect of our services.

#### **Process:**

Feedback can be given verbally or in writing to any member of staff or directly to Directors.

Staff are trained to document informal feedback and ensure that it is considered as part of service reviews and quality improvement processes.

### **Process for Lodging Complaints**

#### **Step 1: Making a Complaint**

Clients, families, or stakeholders can lodge a complaint through any of the following channels:

- In Person: Speak directly to a staff member or director (Lara or Liz).
- In Writing: Send a written complaint via email to [hello@theplacetherapy.com.au](mailto:hello@theplacetherapy.com.au)
- Online: Use the feedback form available on our website [CONTACT US | The Place](#)
- Printed forms and QR code access to the complaints forms are also available in our waiting room

If the complaint is of a serious nature, such as allegations of abuse, neglect, or serious misconduct, it will be escalated immediately to the directors and relevant authorities as required by law.

#### **Step 2: Acknowledgment of Complaint**

- The complaint will be acknowledged within 5 business days of receipt.
- The complainant will be informed of the process and provided with a point of contact for ongoing communication.

### **Step 3: Investigation**

- The complaint will be investigated in a fair and impartial manner by a designated staff member or director who is not directly involved in the complaint.
- The investigation will consider all relevant information, including interviews with the complainant, staff members involved, and any other relevant parties.
- If necessary, external parties such as NDIS Quality and Safeguards Commission or independent mediators may be consulted to resolve the issue.

### **Step 4: Resolution**

- The Place will aim to resolve complaints within 28 business days.
- If the complaint cannot be resolved within this timeframe, the complainant will be informed of the delay and provided with an updated timeline.
- A written response will be provided to the complainant outlining the findings of the investigation, the outcome, and any actions that will be taken to address the issue.
- If the complainant is satisfied with the outcome, the complaint will be closed. If not, further action will be taken, which may include escalation to external bodies.

### **Step 5: Escalation**

If the complaint cannot be resolved internally or the complainant is dissatisfied with the outcome, they may escalate the issue to the following external agencies:

- NDIS Quality and Safeguards Commission: 1800 035 544 or via their website <https://www.ndiscommission.gov.au>.
- Queensland Office of the Health Ombudsman: 133 OHO (133 646) or via their website <https://www.oho.qld.gov.au>.

### **Support for Complainants**

The Place is committed to supporting all clients and families throughout the complaints process. If required, we will provide access to advocacy services, translation services, or other support to ensure the complainant can fully participate in the process.

See our Advocacy Guide and Accessible Communication Policy for further information.

## Continuous Improvement

The Place views all feedback and complaints as valuable opportunities for continuous improvement. As part of our commitment to quality service delivery:

- We will analyse complaints and feedback trends to identify systemic issues and areas for improvement.
- We will conduct regular reviews of our complaints management system and processes to ensure they remain effective and in line with current NDIS guidelines and best practices.

## Responsibilities

- Directors (Lara and Liz): Responsible for ensuring the effective implementation and oversight of the Complaints Management Policy. They are also responsible for leading investigations and ensuring compliance with NDIS and Australian legal requirements.
- Staff: All staff members are responsible for facilitating the complaints and feedback process, providing information to clients and families, and assisting in the resolution of complaints when appropriate.

## Policy Review and Modifications

- This policy will be reviewed annually and updated as necessary to ensure its effectiveness. Clients, staff and stakeholders will be notified of any changes.

## Review and Approval

| Version | Date       | Summary of Changes  | Reviewed By | Approved By | Next Review Date |
|---------|------------|---------------------|-------------|-------------|------------------|
| 1.0     | 01/12/2025 | Initial development | DG          | LS          | October 2026     |