



Complaints and Feedback Policy and Procedure

First Call Home Services Pty Ltd

VERSION CONTROL	Version:	4
Approved on: 21 March 2024	Review Date:	21 March 2025

AUTHORISATION & APPROVAL

Managing Director
First Call Home Services Pty Ltd

Consideration should be made if a Complaint is (or relates to) a Reportable Incident. Consider the Company's Reportable Incident, Accident and Emergency Policy & Procedure for further guidance.

1.0 PURPOSE

This policy is intended to ensure that complaints are handled fairly, efficiently and effectively.

Our complaint management system is intended to:

- Allow us to respond to issues raised by individuals or parties making complaints in a timely and cost-effective way,
- Boost participant and customer confidence in our administrative processes,
- Provide information to be used by us to deliver quality improvements in our services, supports, roles and complaints handling processes.

2.0 SCOPE

This policy provides guidance for our staff, participants and customers who wish to make a complaint about our service.

3.0 POLICY

First Call Home Services works to maintain an environment where complaints, concerns, positive feedback and suggestions are welcomed and viewed as an opportunity for improvement. Individuals have the right to make complaints and provide feedback and are encouraged to exercise their right in a blame-free and resolution-focused culture, respecting an individual's right to privacy and confidentiality.

We believe that all feedback and complaints are vital to the review of our performance and processes and to develop continuous improvement of services as we seek to deliver a quality service.

Complaints and feedback can be provided by:

- Calling us on (07) 3708 1060
- Emailing us at team@firstcallhomeservices.com.au
- Online at www.firstcallhomeservices.com.au
- Completing the Complaints & Feedback Form and posting it to us at First Call Home Services, PO Box 610, Coorparoo, QLD, 4151.



[LINK – Complaints & Feedback Form](#)

It is our policy to follow the principles of procedural fairness and natural justice and comply with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules, where relevant to the complaint.

3.1 Definition

Terminology	Definition
Complaint	An expression of censure, discontent and dissatisfaction or a circumstance regarded as a cause for such expression.

The Company maintains that complaints and feedback can be managed effectively through:

- Implementing an open and transparent complaint handling system
- Observing the principles of natural justice and compliance with relevant mandatory reporting under Australian law
- Committing to the right of stakeholders to complain either directly or through a representative
- Undertaking procedural fairness to reach a fair and correct decision
- For NDIS services, taking reasonable steps to inform the complainant of the NDIS Commission Complaints Process, including the use of various communication means.
- Maintaining confidentiality and privacy
- Abiding by the NDIS Code of Conduct
- Training Staff in our complaint process and the rights of all stakeholders to complain
- Considering all complaints seriously and respectfully
- Advising participants, customers and staff members of their rights to complain; informing them on how to make a complaint during assessment and orientation processes; including guidance on the complaint process outlined in the Participant Handbook and Service Agreements provided to participants
- Provision of support for people who may need assistance to make a complaint
- Protection of complainants against retribution or discrimination
- Prompt investigation and resolution of complaints
- Communicating and consulting with participants, customers, family and advocates during the complaints process and providing feedback and resolutions
- Interpretation and application of policies and processes
- Providing opportunities for all parties to participate in the complaint resolution process
- Committing to resolve problems at the point of service or through referral to alternatives
- Committing to use complaints as a means of improving planning, delivery and review of services through our continuous improvement processes
- Auditing this Policy and Procedure on an annual basis, or as required following a review.

5.0 PROCEDURE

5.1 Complaint Process

Complaints and suggestions can be made in many ways:

- Using the Complaints and Feedback Form.
- Contacting a member of Staff by phone or email. The Staff member must offer to document the complaint on behalf of the participant if required and refer the matter to the Managing Director.
- Contacting the Managing Director, by phone or in writing/email.
- Responding to questionnaires and surveys.
- Sending an email to our team@firstcallhomeservices.com.au email address.
- Contacting external complaint agencies, e.g. NDIS Quality and Safeguards Commission.
- Communicating orally, in writing, or any other relevant means.

Complaints and feedback may be provided by:

- Staff
- Advocates & Family members
- Anonymous people
- Participants
- Member of the Public
- Carers / Support Workers

If a complaint is about:	Addressed in the first instance by:
<i>Support or services, including service quality</i>	The Customer Support Team in the first instance.
<i>Staff or Team Member</i>	Customer Service Manager, Managing Director (or delegate).
<i>Managing Director</i>	The complaint should be directed to an external person or advocacy group (e.g. NDIS Quality & Safeguards Commission).

Parties are informed of our complaints process via:

- Participant Handbook
- The Company's publicly accessible website
- During discussions associated with the initial access to supports
- Staff orientation, induction and training
- Interactions between staff, participants, customers and advocates
- Participant Service Agreements.

5.2 Documentation

Most feedback received for the Company is provided verbally by phone and relates to service quality. This type of issue can be resolved promptly by the Company and often involves additional information, staff communication or the allocation of support resources and team members.

All complaints and feedback will be recorded in a Complaints & Feedback Register. Information in the register will include:

- Details of the complaint or feedback (positive and negative)
- Any identified issues
- Actions undertaken to resolve the matter
- Outcome or resolution

All documents, including any Complaint and Feedback Forms received, are to be uploaded into the computer system. Copies of any information provided to the complainant are stored in the file. A copy of all complaint documents is retained in the file for seven (7) years from the day of record.

Statistical and other information will be collected to:

- review issues raised
- identify and address systematic issues
- report information to the Commissioner, if requested by the NDIS Quality and Safeguards Commissioner.

A policy review will occur if there are legislative changes or when determined by a regular or annual review.

5.3 Complaint Management Process

The process and investigation must adhere to the principles of impartiality, privacy, confidentiality, transparency and timeliness. Complaints will not be discussed with anyone who does not have responsibility for resolving the issue. The Company must take into consideration any cultural and linguistic needs of a participant or customer, and provide the relevant support mechanism, such as an interpreter or similar.

COMPLAINT MANAGEMENT PROCESS	
Step 1 Acknowledge	Acknowledge all complaints quickly, within one (1) working day, where possible.
Step 2 Review the Complaint	<ul style="list-style-type: none"> ● Consult with the participant regarding their desired outcome. ● Inform the complainant of support regarding: <ul style="list-style-type: none"> ○ their right to an advocate and interpreter ○ stages of review ○ mechanisms to protect privacy ○ their right to complain to the NDIS Quality and Safeguards Commission ○ progress and outcomes. ● Determine the type of complaint, i.e. service, support or process. ● If a meeting is required, it will be held in a safe environment that has been determined by the complainant and at a time relevant to the participant. ● Where the complainant is a recipient of disability services under the NDIS, check the Service Agreement and client file for a preferred contact for complaints.
Step 3 Assessing the complaint	<ul style="list-style-type: none"> ● When assessing a complaint, the Managing Director, or their delegate, must prioritise the complaint and determine a resolution pathway (where required). ● After the pathway is established, the complaint will be investigated.
Step 4 Investigation and decision process	<ul style="list-style-type: none"> ● At the time of lodging the complaint, the Managing Director should determine if it is practicable to find an immediate resolution. ● The Company must keep the complainant informed about the complaint. ● Consult with the complainant to gather information about the underlying issue. ● Analyse any underlying issues when determining a decision. ● Written responses must be approved by Managing Director before being issued. ● Respond to the complainant with a clear decision.
Step 5 After the decision	<ul style="list-style-type: none"> ● After investigation and a satisfactory response has been documented, the Managing Director will: <ul style="list-style-type: none"> ○ inform the complainant/s of the decision, including the reason for the decision, and provide options for reviewing the decision ○ ensure that the complaint investigation is satisfactorily completed ○ determine if the complainant is satisfied with the outcome ○ follow up and consult with complainant/s about any concerns ○ ascertain preventative actions and continuous improvement ○ consider if there are any systemic issues that need addressing ○ record the information about the complaint in the Complaint Register ○ Consider any improvements or opportunities for change to processes for parts of the business.

5.4 Unresolved complaints

Unresolved complaints will be referred to the Managing Director for investigation and resolution. Should the complaint not be resolved to the complainant's satisfaction, the complaint will be escalated to a person nominated by the complainant (with the complainant's permission).

Where relevant to an NDIS service, when a complaint cannot be resolved internally, the complainant may be referred to:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

National Relay Service and ask for 1800 035 544

To complete an NDIS Complaint Contact Form online go to business.gov.au

6.0 RELATED DOCUMENTS

- Complaint and Feedback Form
- Complaints Register
- Risk Management Policy and Procedure

7.0 REFERENCES

- NDIS (Complaints Management and Resolution) Rules
- NDIS Practice Standards and Quality Indicators
- Privacy Act (1988)
- Work Health and Safety Act (2011)