

## Complaints and Feedback Procedure

*Flourish: Health and Wellbeing in Nature* values complaints from people with disability, providers and regulators to ensure people are treated fairly when they use our services. Complaints are an important source of information and are used to improve our services wherever possible.

This procedure explains how *Flourish: Health and Wellbeing in Nature* will implement its complaints policy. This procedure supports *Flourish: Health and Wellbeing in Nature* to apply the National Disability Services Standards, in particular Standard 4: Feedback and Complaints.

### Planning and support

Complaints can be received verbally, in writing or in other way that suits the person making the complaint. Families, carers and advocates can also complain on behalf of the person with disability that they support.

If someone talks to a staff member to make a complaint, that staff member is responsible for writing it down and following procedures. Complaints should be documented on a complaint recording form within 24 hours of being made. It is important that the staff member checks with the person making a complaint that complaint has been recorded accurately. The complaint will also be lodged on the Complaints Register.

Complaint information is private and must not be shared with people outside of the complaints process.

The **Director** will contact the person lodging the complaint within five working days to discuss the matter. Details of the complaint and any response will be documented. The **Director** and relevant staff will work with the person lodging the complaint to identify desirable outcomes in an effort to resolve the complaint within three weeks.

If the complaint is against an employee or volunteer, that person will not have contact with the complainant while the complaint is resolved.

At any stage of the complaints process, the complainant can get support from an independent advocate.

Where a matter needs to be referred to an outside agency or otherwise investigated, all staff will cooperate with the inquiry and produce material requested.

There are systems and reporting requirements for

- serious incidents
- allegations of abuse, neglect or exploitation
- theft
- accidents, injuries or death.

The **Director** will decide whether other policies and procedures apply such as Safeguarding policies and determine whether measures need to be included in a positive behaviour or safeguarding plan.

### **Making Participants Aware that Feedback, including Complaints, are Welcomed**

Participants are provided with information on how and where to provide feedback / make a complaint before services commence through provision of information:

- In the *NDIS Service Agreement*
- On the website

Participants have the opportunity to provide feedback / make a complaint at any time and more particularly at the time of reviews and participant surveys.

Participants can complain directly to the Contact the NDIS Quality and Safeguards Commission

- via phone 1800 035 544
- by filling in an [online complaint form](#).

Complaints will be managed as per the [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#), [NDIS Quality and Safeguards Commission: Complaints Management and Resolution Guidance, Version 2.1 - September 2019](#) and the [NDIS Effective Complaint Handling Guidelines for NDIS Providers](#).

## **Responsibilities**

All staff are responsible for the implementation of the complaints and feedback procedure. This includes encouraging and supporting people accessing *Flourish: Health and Wellbeing in Nature* services to raise any concerns or complaints they have on any issue.

The *Director* is responsible for ensuring complaints are recorded and actioned. The *Director* is responsible for communicating with people with disability, family, carers and other key stakeholders during a complaints process.

## **Reporting**

*The Director* will contact police where there is an allegation of a criminal offence.

De-identified complaint activity is routinely reported to the board as part of ongoing quality assurance and continuous improvement.

## **Review and Evaluation**

*Flourish: Health and Wellbeing in Nature* will communicate with people with disability about quality evaluations and encourage their participation in evaluating services.

At least twice a year the *Director* will analyse complaints data to determine service gaps, issues or trends in practice, procedures or policies that need to be amended to better safeguard people accessing services and improve services.

## **Key contact**

Questions about how to implement this procedure should be directed to the *Director* on [info@flourishhealthandwellbeinginnature.com.au](mailto:info@flourishhealthandwellbeinginnature.com.au) or 0433 301 763.

### **Approvals**

Date of approval: **July 2022**

Date of review: **July 2023**

Signature of Director: **[insert signature]**