

Policy Title:	Complaints Policy
Policy Number	NDIS P-4.1
Indicators of Practice	4.1
Quality St/EO	Standard 4: Feedback and Complaints
Date created	21 st May 2018
Review date	May 2021
Approved	 Date: 21/5 2018

Purpose	Ensure the existence and accessibility of a procedure through which people with disabilities, their families, and carers or members of the community can communicate any feedback or complaint regarding St Basil's services, functioning or operations.
Scope	This policy applies to all staff and to the management of all complaints received by St Basil's and any service delivered by St Basil's
Policy	<p>St Basil's values complaints from people with disability, families, carers, service 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.</p> <p>This policy supports St Basil's WA to apply the National Standards for Disability Services, in particular Standard 4: Feedback and Complaints.</p> <p>Principles</p> <ul style="list-style-type: none"> • Everyone has the right to complain. • People making complaints should be supported to access complaints processes. • Complaints processes should be sensitive to any cultural requirements. • Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability. • Complaints identify risks to people with disability but also visitors and staff and support St Basil's WA to meet its occupational health and safety obligations. • Complaints identify opportunities for our organisation to continuously improve its services. <p>Definitions</p> <p>Allegation – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.</p> <p>Concern – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.</p> <p>Complaint – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate, or someone is at risk. A serious incident process is required for legal and contractual purposes when a complaint is about a serious incident.</p>
Resources	<p>Relevant legislation and policy</p> <ul style="list-style-type: none"> • Carers' Recognition Act 2010 • Disability Services Act 1993 (WA)

	<ul style="list-style-type: none"> • Equal Opportunity Act 1984 (WA) • Occupation Health and Safety Act 1984 (WA) • National Disability Insurance Scheme Act 2013. • United Nations Convention on The Rights of Persons with Disabilities • National Standards for Disability Services • National Disability Insurance Scheme Quality and Safeguarding Framework 	
Related Policies	Home Care Common Standards	National Standards for Disabilities
	1.5 Continuous Improvement	1.1 Promoting and protecting human rights
	3.2 Privacy and Confidentiality	2.1 Advocacy
	3.3 Complaints and service user feedback	2.8 Working with family, friends and carers
		6.1 Continuous Improvement
Related procedures	Home Care Common Standards	National Standards for Disabilities
	PD099 Complaints	PD 004 Complaints
	PD099.1 Managing Vexatious complaints	PD 007 Advocacy
Associated documents	St Basil's Grievance Framework Feedback Data Base Continuous Improvement Plan	