



Standard 4

Complaints procedure

The Learning's Program 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 the Learning's Program will implement its complaints policy. This procedure supports the Learning's Program 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 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 **Program Leader** 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. **Program Leader** 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, program leader, 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 **Program Leader**, or both partners, will decide whether other policies and procedures apply such as Safeguarding, or Eliminating Restrictive Practices policies and determine whether measures need to be included in a positive behaviour or safeguarding plan.

Responsibilities

All staff are responsible for the implementation of the complaints procedure. This includes encouraging and supporting people accessing the Learning's Program services to raise any concerns or complaints they have on any issue.

Program Leader is responsible for ensuring complaints are recorded and actioned.

Program Leader is responsible for communicating with people with disability, family, carers and other key stakeholders during a complaints process.

Reporting

Program Leader will report all serious incidents to the other Partner.

Program Leader will contact police where there is an allegation of a criminal offence.

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

Review and evaluation

The Learning's Program will communicate with people with disability about quality evaluations and encourage their participation in evaluating services.

At least twice a year the **Program Leader** 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 **Program Leader**.

Program Leader: Dean Marshall