

Complaints Management Policy

Policy Statement

Carers and Disability Link (CADL) is committed to providing services of the highest quality and to utilising complaints as opportunities to improve the quality of the services provided.

A complaint is defined as an expression of dissatisfaction about CADL originating from outside of the organisation, related to its services, policies, procedures, practices, workers or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

This Policy applies to complaints about CADL, its services and/or how complaints are handled. This includes, for example, complaints about, but not limited to:

- Decisions made by CADL workers and Independent Contractors;
- The conduct of workers and Independent Contractors of CADL, including the quality of service provided;
- Policies, procedures and practices of CADL.

Complaints not covered by this Policy include those relating to, for example:

- Worker grievances and disputes;
- Complaints received about another agency (including providers and government bodies, etc.). Depending on the nature of the complaint, the complainant may be advised that in the first instance they should make the complaint to the appropriate agency.

CADL is committed to:

- Ensuring that complaints received are handled in a timely manner that is fair, courteous and respects the privacy of the person making the complaint;
- Ensuring that reasons are provided for decisions made in relation to any complaint received;
- Making available simple procedures and the provision of all reasonable assistance to those who choose to make a complaint.

In the implementation of a complaints process, CADL will adhere to the following principles:

- Commitment - being open to complaints and using them to enhance service delivery and improve products, services, practices and procedures;
- Facilitation – publicising information about how and where complaints may be made;
- Resourcing – providing appropriate support and resources to workers to handle complaints, and empowering workers to implement CADL's Complaints Management Policy and Procedures as relevant to their role;
- Learning – regularly analysing, reporting and reviewing the subject matter and outcomes of complaints to measure the quality of CADL's service, for continuous improvement.

- Guidance – the CADL’s Complaints Management Policy and Procedure provides clarity regarding how complaints will be received, recorded, managed and reported.

This policy relates to

- ACNC Governance Standards
- Aged Care Quality Standards
- National Standards for Disability Services
- Children and Young People Safety Act
- NDIS Practice Standards
- National Standards for Mental Health Services
- SA Psychological Rehabilitation Support Service Standards
- Australian Service Excellent Standards
- Current Legislation
- Supporting Documents.