

## Complaints Management Policy

### Policy statement

Carers and Disability Link (CADL) is committed to ensuring that any client or stakeholder using its services, or affected by its operations, has the right to provide feedback and make complaints about the services provided, or to appeal a decision made by the organisation.

CADL will ensure clients and stakeholders can provide feedback and make complaints without fear of reprisal. All complaints will be managed transparently, and concerns will be addressed in ways that promote access and equity, fairness, accountability, and continuous quality improvement. The Complaints Management system will be proportionate to the size of the organisation and the services it provides.

The organisation will implement a complaints and appeals management system that:

- Allows and supports any person to make a complaint or provide feedback;
- Facilitates complaints by cultivating a supportive environment in which they can be made;
- Is simple, accessible and easy to use;
- Ensures complaints or appeals are assessed fairly and responded to promptly;
- Is effectively communicated and promoted to all clients and stakeholders;
- Is procedurally fair and follows principles of natural justice; and
- Complies with legislative requirements.

For Continuous Quality Improvement (CQI) purposes, CADL will undertake regular reviews of the Feedback and Complaints Management systems.

### 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.