



## **Complaints and Feedback Management**

### **Definition**

A complaint is whereby an interested party in relation to Professional Care Services expresses dissatisfaction.

### **Position Statement**

At PCS we are committed to providing quality services to individuals and their families. Our service is client and family focused and of a high quality, however in all human services there can be a discrepancy in the service provision. At these times PCS needs to ensure that people can raise their concerns in a safe and constructive way.

PCS staff are committed to responding to all feedback and complaints in a timely and transparent way in line with our policy and procedures and the requirements of the NDIS Quality and Safeguarding Framework.

Complaints are integral to the continual improvement of our services. Effective complaint management seeks to improve our communication and working relationships with service users and their families.

During the Intake procedure, children and their parents are informed about the complaints handling policy and provided with a copy of the email address and direct number of Samantha Dunn. It will be communicated that a complaint can be received in a variety of methods which include but are not limited to:

- Verbal
- Written
- Email
- via website
- advocate
- Text

Additionally, should the family or participant want to make an anonymous complaint, it could be sent to:

Director

PO Box 4158, Denistone East 2112, NSW



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Where a conflict of interest exists or where others may perceive that it does, Professional Care Services expects staff members to declare it to the director. Should the complaint be in relation to the director, an independent investigation will occur by a senior staff member within PCS.

Should the complaint relate to a criminal matter and pose a risk of significant harm to a child, PCS will report this to FACS and the police. If this matter has been referred to the police and FACS, PCS will ensure that a clearance will be obtained prior to undertaking an internal investigation into the matter.

## **Legislation and Standards**

**Community Services (Complaints, Reviews & Monitoring) Act 1993**

**Disability Inclusion Act 2014 (NSW) and NSW Disability Services Standards**

**Human Rights and Equal Opportunity Commission Act (Commonwealth) 1986**

**Disability Discrimination Act (Commonwealth) 1992**

**Anti-Discrimination Act (NSW) 1977**

## **Principles of Client Service**

PCS's is committed to quality service. Our services provision guarantees to:

- Be empathetic, personalised, courteous and accessible
- Treat all families fairly, with dignity and respect
- Maintain clients and their family's privacy
- Always consider clients cultural backgrounds and religious beliefs
- Be responsive to clients' changing needs and adjust service accordingly

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Ensure that families/clients understand that they have a right to complain without fear of retribution
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into targeted improvement and evaluation processes



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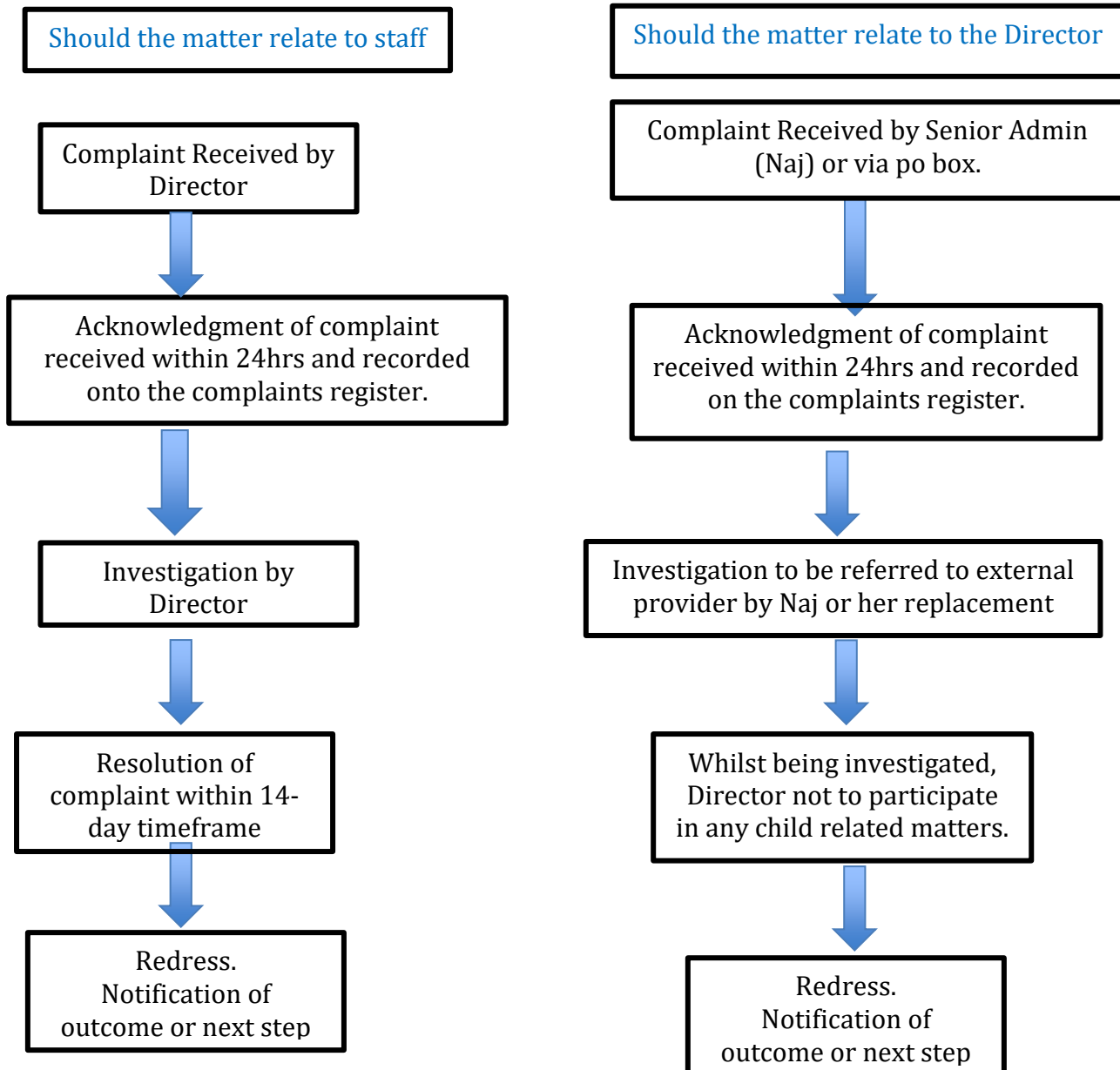
PCS will try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

## **Anonymous Complaints Management plan:**

- Determine if an investigation is warranted or possible.
- Investigate and plan to conclude it within a timeframe that is reasonable based on the complaint.
- Take a measured approach.
- Focus on the (alleged) facts presented.
- Interview those you know are involved. If only a certain group, location, or department is named, start by speaking to other employees who may have additional information.
- Respond to the information presented and plan as required.
- Inform the relevant parties of the process and resolution as soon as possible



## Complaints Management Flow Chart





## **Complaints Register**

All complaints and their outcomes will be recorded and maintained in the Complaints Register. Where an individual or their family member feels the complaint has not been addressed appropriately or feel PCS has not followed due process, management will inform complainants of where to have their concerns addressed further.

Should the family/client not be satisfied with our response we will provide information to the family on how to forward this to the NDIS Quality and Safeguards Commission. The commission's website has detailed information about the types of complaints they can and cannot investigate and what actions they are able to take to resolve them.

Upon receipt of the complaint, should it relate to an employee the director will record the details of the complaint into the complaints register within 24 hours. Should the complaint relate to the director, Naj or senior administration staff replacing her will record the complain in the complaints register.

## **Disability Services**

NSW Ombudsman

Toll free (outside Sydney metro): 1800 451 524

Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

## **Anti-Discrimination Board NSW**

(02) 9268 5555

## **Australian Human Rights Commission**

(02) 9284 9600

Complaints: 1300 656 419

## **NDIS Quality & Safeguards Commission**

1800 035 544

## **Disability Discrimination Legal Centre**

1800 800 708 (NSW only)

## **Intellectual Disability Rights Service**

(02) 9318 0144

Free call 1800 666 611