

PROVIDA SERVICES

COMPLAINTS, POLICY AND PROCEDURE

Complaints, policy and procedure

The purpose of this policy and procedure is to demonstrate that the organisations commitment to deal with all feedback including suggestions and complaints fairly, promptly, confidentially. Provida Services will provide feedback in a timely manner and document this feedback following due process to reach mutually satisfactory and agreed outcomes.

Policy

Provida Services manages complaints effectively in order to identify areas for improvement.

Provida Services has an effective complaints handling system that addresses the principles of visibility and accessibility, responsiveness, assessment and investigation, feedback and continuous improvement.

Procedures

- All complaints are to be dealt with fairly and without reprisal or fear of retribution.
- Complaints can be lodged by the following:
 - by providing a completed complaints form
 - by email to: info@providaservices.com.au
 - by phone on (03) 9972 1436
 - in writing to: Provida Services, 115 3–5 St Kilda Road, St Kilda, Victoria 3182
- At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission.
- Complaints to the NDIS Commission can be lodged:
 - online at www.ndiscommission.gov.au; and
 - by phone on 1800 035 544
- Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.
- Complaints to the NDIA can be lodged:
 - by phone on 1800 800 110; and
 - by email to feedback@ndis.gov.au
- Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:
 - by phone on 1300 362 072
 - online at www.ombudsman.gov.au.
- Staff must support people making a complaint about the NDIA to contact the Agency or Commonwealth Ombudsman, where this is required.



Complaints received by the Provida Services will be handled in the following manner:

- Within 1 working day all complaints will be recorded on a Complaints form, by the complainant or member of staff receiving the complaint.
- Within 1 working day the complaint will then be forwarded to the Director(s) or delegate.
- If the complaint is about a member of staff, it is to be referred to the Director(s) immediately and the Director(s) will ensure the details are gathered and recorded in writing.
- The Director(s) will record details of all complaint in the Complaints Register and allocate a suitable investigating officer unless the complaint is regarding the Director(s)
- The Acknowledgement of Complaint letter is sent to the complainant
- If the complaint is regarding the Director(s), details are to be recorded by the person receiving the complaint and forwarded to the Chair of Company's Board within 1 working day. The Board will be convened to ensure a full investigation is undertaken.
- In instances when the complaint relates to suspected or actual assault, abuse, neglect or other criminal behaviour the Director(s) will be informed immediately, and the appropriate investigative department will be informed.
- The allocated investigating officer (usually a Service Manager) or Director(s) will commence investigation of the complaint within 1 working day.
- The investigating officer will contact the complainant within 2 working days of receiving the complaint and:
 - Clarify and document the nature of the complaint or concern and the resolution sought by the complainant
 - Explain the complaints procedure, individual's rights and what to expect
 - Explain their right to an advocate
 - Document all information on the Complaint form
- The investigating officer will interview the involved parties and develop a course of remedial action for the Director(s) to approve.
- When the plan of action has been approved the investigating officer is to inform the complainant of the remedial action within 10 working days of meeting with the complainant.
- The Director(s) will ensure the complainant is also informed of the final outcome in writing using the Outcome of Complaint Letter and advised of their right to take the matter to the Board or raise it with the relevant external bodies.



- If either the complainant or other parties involved in the complaint are unsatisfied with the result or want the matter dealt with further, the matter will be taken to the Board of the Company.
- When the complaint cannot be resolved internally external mediation will be offered.
- All current complaints resolved and unresolved will be tabled in a non-identifying summary form at the next Management Meeting to inform of any potential problems.
- In addition to addressing the specific complaint the organisation will utilise the information for feedback into the organisation's continuous improvement cycle.
- Staff will be educated about the complaint's procedure, their role and how to support participants and carers with making complaints. Education will occur when staff commence working at Provida Services and periodically through staff training and the staff newsletter.
- Complaints is defined as 'any comments or complaints made about any aspects of the services provided by Provida Services (including the actions of an employee, volunteer or persons otherwise engaged by Provida Services)'.
- Complaints may lead to Provida Services reviewing and adapting an aspect of service or may not require any action beyond acknowledging the complaint and passing on details to relevant parties.
- Complaints will be recorded on the Complaints form by the person providing the complaint.
- The information will then be forwarded to the people involved, Service Manager and Director(s) etc.
- The Director(s) will record the details on the relevant register and decide what action is required if any.



Complaints escalation and dispute resolution

Where a complaint about Provida Services is made to the NDIS Commission, all staff must comply with any orders or requests made by the NDIS Commission; assist in any resolution process or inquiry undertaken by the NDIS Commission; and ensure the complainant or a person with disability affected by the complaint are not adversely affected or fear retribution because a complaint has been made by them or on their behalf.

Monitoring and review

Provida Services Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Provida Services Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Provida Services service planning and delivery processes.



How to contact us

To ask questions or comment about this Complaints policy and procedure and our complaints practices, contact us at:

info@providaservices.com.au

Acknowledgement

Provida Services is at Melbourne (Naarm), Victoria. We respect, and honor Aboriginal and Torres Strait Islander Elders – past, present, and future. We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

Provida Services recognises and values individuals from diverse backgrounds, regardless of their gender, sexuality, cultural heritage, or nationality.

Accessibility

Provida Services welcomes calls through the National Relay Service (NRS) if you are deaf, hard of hearing and/or have speech communication difficulty. Choose your access option (see About the NRS <https://www.accesshub.gov.au/about-the-nrs>) and provide our phone number (03) 9972 1436 when asked by the Relay Officer.

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<https://www.providaservices.com.au>

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