

Feedback and Complaints

Policy Purpose

This policy is to ensure that complaints and feedback is handled transparently, efficiently and effectively.

It ensures that each participant has knowledge of and access to the complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

Policy Statement

Kindbright Care Services is committed to maintaining a complaint and feedback system that follows principles of procedural fairness and natural justice and the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

Kindbright Care Services recognises that having effective feedback and complaint handling processes provides the opportunity to deliver a higher level of service to our customers including NDIS participants.







Complaints (and compliments!) are welcome as we use all feedback as a mechanism to support continuous improvement in our business. Kindbright Care Services ensures that any person wishing to make a complaint either directly to Kindbright Care Services or to the NDIS Commission, will not be disadvantaged or suffer any negative consequences by doing so.

While we encourage complaints in the first instance to us, individuals wishing to raise a complaint about our service directly with the NDIS Commission may do so if they so wish.

Whilst details of complaints, feedback comments and outcomes may be recorded and stored, Kindbright Care Services ensures that all personal information provided by the complainant or their representative shall be deemed strictly confidential and only disclosed if required by law.

Complaint Pathways

Feedback and complaints can be received in several different pathways, including:

	Telephone: 08 7226 1722 (Office) Mobile: 0426 870 408(Director) 0404 557 369 (General Manager)
	Email: info@kindbright.com.au
	in person: 19 Malvern Avenue Malvern SA 5061 (by appointment)
	Letter: 19 Malvern Avenue Malvern SA 5061
	Feedback and Complaints Form: download from Website
	Website: www.kindbright.com.au

Feedback and Complaints Procedure

Our customers (NDIS participants) are advised about the Feedback and Complaints process as part of our service provision including the methods by which they can provide feedback.

We provide this information as part of 'onboarding' with NDIS Participants, and also during yearly reviews. The information provided can include:

- A copy of our Feedback and Complaints policy and procedure;

- Easy English, plain English or accessible versions of this policy and procedure;
- Our ***Feedback and Complaints Form***

Complaints or feedback can also be made anonymously.

If required, participants can be supported to make their complaint or provide feedback and can be provided with information about how to access independent advocacy. Refer to: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Appropriate support and assistance to contact the Commissioner in relation to a complaint will be provided to any person who wishes to make a complaint.

Details about how to complain directly to Kindbright Care Services or to the NDIS Commission will be provided to customers initially and again if required and are also publicly accessible via our website or on request.

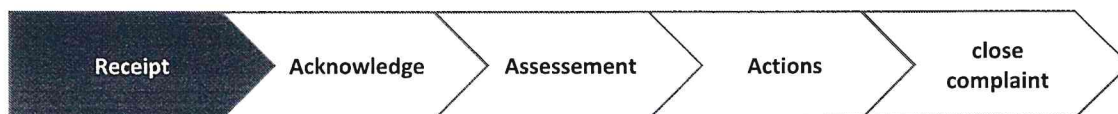
The Commissioner contact details are available at [complaints-feedback](#) (1800 035 544 or TTY 133 677).

All Complaints, including any made anonymously, are entered into our feedback and complaints register and actioned.

Should a complaint be made against the Director, Kindbright Care Services will advise the complainant that they can appoint an external person or body to handle complaint about the Director and/or contact the NDIS Commission.

Kindbright Care Services ensures that all workers are trained in our Feedback and Complaints Management procedure during induction and on an ongoing basis.

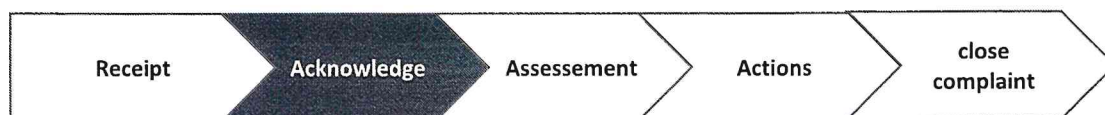
Process for Complaints Handling



Receipt of Complaints & Feedback

A complaint and its supporting documentation will be securely maintained and recorded on the ***Feedback and Complaints Register***.

Feedback and complaints are filed in electronic customer file.

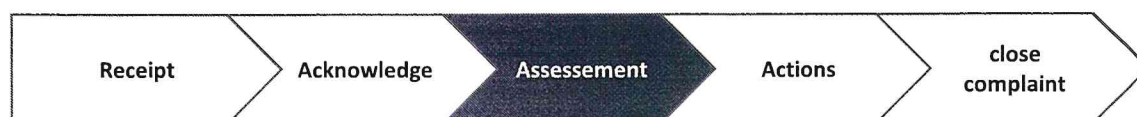


Acknowledgment of Complaint & Feedback

A complaint must be acknowledged within **2 business days**.

If feedback is positive, thank the customer/participant for their feedback and record in the feedback log.

Any complaints must be referred to any other bodies if required by law, including referral to appropriate law enforcement, compliance with relevant mandatory reporting and other obligations for work, health and safety laws.



Initial Assessment and Addressing Complaints

After acknowledgement of the complaint/feedback, the complaint is assessed for the following:

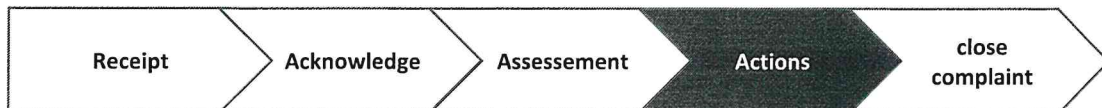
- Whether the issue raised is within Kindbright Care Services's control;
- Consider the outcome sought by the complainant;
- Identify if there are any other issues that may need to be recorded;
- Whether the complainant has been offered appropriate support, assistance or independent advocacy.

Assess the severity of complaint

When assessing the complaint, the following should be taken into consideration:

- The urgency and complexity of the complaint;
- Whether the complaint involves other people's health and safety;
- Whether the resolution requires external involvement;
- The possible delays in resolving the complaint and the risk involved.

To ensure Kindbright Care Services's transparency the complainant will be kept informed at all stages of the complaint process and will be informed if there will be any possible delays.



Actions and Resolution

Kindbright Care Services is committed to involving the complainant in the resolution process, as appropriate to the specific situation.

We ensure that complainants and persons with disability affected by an issue raised in a complaint or and their families, carers and advocates (as applicable):

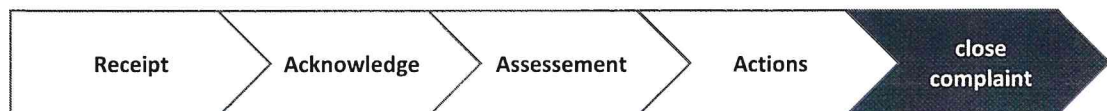
- Are kept informed of the progress of the complaint, as appropriate (i.e. this could not be done if the complaint was anonymous), including any actions taken, the reasons for any decisions made and options for review of decisions;
- Are involved in the resolution of complaints by maintaining contact with them and seeking their views on specific issues as we work through resolution processes.

After the assessment and investigation of the issue(s) raised with the complaint, the Director will contact the complainant and advise the following:

- The outcome of the complaint and actions taken;
- The reasons for decision;
- Any improvements made and resolution(s);

Kindbright Care Services will consider if an apology is part of the outcome the complainant is seeking, and if so, consider who should provide the apology and the form of the apology.

All complaints processes will be treated as confidential and only disclosed if required by law. Further, if there are adverse findings about an individual, Kindbright Care Services will review applicable privacy obligations under the Privacy Act 1988 and *National Privacy Principles* and any applicable exemptions in or made pursuant to that Act, before sharing findings with the person making the complaint.



Closing the Complaint, Record Keeping

Kindbright Care Services will keep records of the following:

- How the complaint was handled and managed;
- The resolution(s) of the complaints;
- Actions which need to be followed up;
- Quality improvements identified and implemented as a result of feedback or complaint.

These records are recorded into our ***Feedback and Complaints Register***.

Records will be maintained for 7 years from the date the record was created.

A key driver of satisfaction is timeliness. As such, we aim to resolve complaints within **21 days** of receiving the complaint.

If this is not achievable, a justification, i.e., no response from complainant, shall be documented on the ***Feedback and Complaints Register***.

Reporting, Monitoring and Continuous Improvement

Reporting:

Kindbright Care Services remains committed to continually improving its service delivery. Feedback is analysed by the data recorded on the ***Feedback and Complaints Register***.

Kindbright Care Services commits to report information relating to complaints to the Commissioner upon request of the Commissioner.

Monitoring

Kindbright Care Services will continually monitor its ***Feedback and Complaints Register*** to identify insufficiencies and ineffectiveness of the delivery of service by Kindbright Care Services. It is also monitored to identify any systemic issues in responding to and resolving complaints.

Continuous Improvement

Kindbright Care Services will undertake an annual review of its complainants to elicit overall participant feedback, including satisfaction with the Feedback and complaints management process, including accessibility of that process. This review also includes:

- The number of complaints & feedback received;
- Key issues and the outcome of complaints;
- Systemic issues identified;
- Timeliness of complaints resolution;

- The number of requests received for internal or external review of Kindbright Care Services's complaint handling.

Results of monitoring and continuous improvement processes will be fed into the **Continuous Improvement Register**. This includes seeking participant feedback on the accessibility of the complaints and resolution system.

Applicable forms and registers related to Feedback and Complaints Policy and Procedure

- Feedback and Complaints Form
- Feedback and Complaints Register
- Participant Survey / Feedback Form
- Continuous Improvement Register

Applicable legislation related to Feedback and Complaints Policy and Procedure

- Australian Privacy Act (1988) (Cth)
- NDIS (Complaints Management and Resolution) Rules 2018

Document control

Policy and Procedure	Version:	Revision Date:
Feedback and Complaints	2021	3/3/2021
Approved by:	Signature:	Date Approved:
Director		3/3/2021