

Quality: Compliments & Complaints Policy

Date Reviewed: 3 May 2021 (V1)



1. Introduction

Lighthouse Disability welcomes and values all compliments and complaints because it tells us about people's experiences of the services we provide.

This policy outlines Lighthouse Disability's approach to receiving, managing and responding to compliments and complaints.

2. Scope

This policy applies to all compliments and complaints from clients, families, carers, advocates, statutory bodies, government agencies, stakeholders, employees, volunteers or members of the public about Lighthouse Disability services and its Directors, managers, employees, volunteers, interns and contractors.

This policy does not apply to any work-related grievance, which is the subject of Lighthouse Disability's Code of Conduct and the NDIS Worker Code of Conduct.


3. Principles

Lighthouse Disability recognises all compliments and complaints provide a valuable source of information about all aspects of our operations, along with an opportunity to improve the quality of our services. As part of our approach to receiving, managing and responding to compliments and complaints, we will:

- promote and uphold people's fundamental right to speak up about the services and supports they receive;
- treat people with respect and dignity throughout the process, including respecting their privacy and maintaining the confidentiality of their information;
- engage with people fairly and receive, manage and respond to all compliments and complaints in a consistent, fair, transparent and timely manner;
- make information about how to share a compliments or make a complaint, along with information about access to external advocacy, accessible and available to people who receive services and support and make it easy to do so;
- focus on positive person-centred solutions; and
- learn from and use compliments and complaints received to inform planning, policy, development and resource allocation, while recognising the opportunity to improve our services.

4. Process

Anyone can share their views about Lighthouse Disability and its services either in writing or verbally.

Title:	QI-POL-150650-Compliments Complaints Policy-V1QI-POL-150650-Compliments Complaints Policy-V1		
Authorised by:	Tim Jackson, Chair of the Board		Authorising signature:
Next review	May 2023	Date Approved:	3 May 2021

A person can do this by speaking with a Lighthouse Disability employee at a Lighthouse Disability service location. A person can also do this by:

- emailing: admin@lighthousedisability.org.au
- writing to: Lighthouse Disability, PO Box 722, SALISBURY SA 5108
- calling: 8256 9800
- visiting: Lighthouse Disability, 101 Park Terrace, SALISBURY SA 5108

As Lighthouse Disability is a registered NDIS service provider, a person can also contact the NDIS Quality and Safeguards Commission or other external agency for assistance and support. Contact details for these are provided at **Appendix 1**.

Lighthouse Disability is committed to ensuring all compliments and complaints are acknowledged within a 3-working day time frame and all complaints are addressed within a 21-working day time frame.

There may be instances where external dispute resolution parties are involved meaning these outcomes are outside of Lighthouse Disability's control.

Lighthouse Disability will receive, manage and respond to compliments and complaints in accordance with its Compliments and Complaints Management Process Flowchart; provided at **Attachment 2**.

5. Responsibilities

Board (via the Client Wellbeing Committee)	Articulate the organisation's values and desired culture that aligns to its purpose and strategy. Provide oversight of operational processes and systems relating to all compliments and complaints.
Chief Executive Officer	Promote a positive and person-centred approach to compliments and complaints and oversee the development, implementation, maintenance and continuous improvement of an effective compliments and complaints process. Report analysis of compliments and complaints to the Board, via the Client Wellbeing Committee.
Senior Leadership Team	Develop, implement, monitor and continuously improve an effective compliments and complaints process. Support or resolve complaints relating to their area of responsibility.
Managers	Ensure employees in their business units are trained in, and comply with, the compliments and complaints policy and foster a positive culture where compliments and complaints are welcomed and encouraged. Review and investigate compliments and complaints relating to their area of responsibility, along with reflect upon and implement improvements in response to specific themes identified.
Executive Assistant to the CEO	Register compliments and complaints received in the Compliments and Complaints Register
Employees, Contractors, Suppliers, Volunteers and Interns	Comply with organisation policies and procedures relating to feedback and complaints. Notify their Manager about any verbal or written feedback and complaints received directly by them.

This structure illustrates that receiving, managing and responding to feedback is not the sole responsibility of one individual but rather occurs and is supported at all organisational levels.

6. Definitions

Acknowledgement – acceptance of the person’s right to make a complaint; validating their feelings.

Actions – what will be done, by whom and by when; how progress will be communicated to the person with a focus upon the future.

Advice – guidance or recommendations offered for consideration for an alternative approach or improvement to a particular issue.

Answers – information about why something was done or not done.

Complainant – A person who makes or raises a complaint. A complainant may be a client, family member, friend, or another member of the public.

Compliment – expression of praise, encouragement or gratitude about services provided or managed by Lighthouse Disability.

Organisational Learning – a process of inquiry to understand and if necessary, solve an inconsistency between an expected outcome and an actual outcome.

Suggestion – expression of an idea for consideration for an alternative approach or improvement to a particular issue.

7. Related documents

Legislation

National Disability Insurance Scheme Act 2013 (Cth)

Health and Community Services Complaints Act 2004

Standards

NDIS Practice Standards

NDIS Quality and Safeguards Commission; Effective Complaint Handling Guidelines for NDIS Providers

NDIS Code of Conduct (Workers)

Lighthouse Disability Policies and Procedures

Code of Conduct

Client Privacy Policy

Compliments and Complaints Policy – Easy Read Guide

Version Details

This document is to be reviewed every two years.

VERSION NUMBER	AMENDED DATE	AMENDED BY	APPROVED BY	DATE APPROVED
1	-	David Wilkins	Tim Jackson	3 May 2021
New document which replaces ‘Quality: Complaints Procedure’.				

NOTE: Please add a new line to this table after each subsequent review, to ensure we maintain clear document control records management.

Appendix 1 - External Agencies

The following external agencies may be able to assist people supported and their families/advocates who have feedback:

NDIS Quality and Safeguards Commission Phone 1800 035 544 (free call from landlines) or TTY 133 677 National Relay Service and ask for 1800 035 544 Complete a complaint contact form Refer to online 'How to make a complaint – NDIS Quality and Safeguards Commission'	
Health & Community Services Complaints Commissioner (HCSCC) PO Box 199 Rundle Mall, Adelaide SA 5000 Phone: 08 8226 8666 Website: www.hcsc.sa.gov.au Email: info@hcsc.sa.gov.au	
Disability Advocacy & Complaints Service of South Australia (DACSSA) 33 Franklin Street, Adelaide SA 5000 Phone: 08 7122 6030 Website: www.dacssa.org.au Email: admin@dacssa.org.au	
Equal Opportunity Commission SA GPO Box 464, Adelaide SA 5000 Phone: 08 8207 1977 TTY: 8207 1911 Email: eoc@agd.sa.gov.au	
Ombudsman (State) PO Box 3651, Rundle Mall SA 5000 Phone: 08 8226 8699 Website: www.ombudsman.sa.gov.au Email: ombudsman@ombudsman.sa.gov.au	Ombudsman (Commonwealth) GPO Box 442, Canberra ACT 2601 Phone: 1300 362 072
Office of the Public Advocate SA PO Box 213, Prospect SA 5082 Phone: 08 8342 8200 Speak & Listen Users: 1300 555 727 then ask for 08 8342 8200 TTY: 133 677 then ask for 08 8342 8200 NRS: Connect to https://internet-relay.nrscall.gov.au then ask for 08 8342 8200 Website: www.opa.sa.gov.au Email: opa@agd.sa.gov.au	
Uniting Communities Disability Advocacy Service 43 Franklin Street, Adelaide SA 5000 GPO Box 943, Adelaide SA 5001 Phone: 08 8202 5960 1300 886 220 for country callers Website: www.unitingcommunities.org/service/legal-services/disability-advocacy-service Email: das@unitingcommunities.org	

Appendix 2 – Process Flowchart

