

Feedback and Complaints Policy

Document Number: Q-POL-003



1. Purpose

Lighthouse Disability recognises that all feedback 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. This policy outlines Lighthouse Disability's approach to receiving, managing and responding to feedback and complaints.

2. Scope

This policy applies to all feedback and complaints from clients, families, carers, advocates, statutory bodies, government agencies, stakeholders, volunteers or members of the public. This policy applies to feedback and complaints relating to Lighthouse Disability services and its Directors, managers, employees, volunteers, students 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 Code of Conduct for Workers.

3. Responsibilities

Role	Responsibility
CEO and Quality and Risk Committee	<ul style="list-style-type: none">• Provide oversight of operational processes and systems relating to feedback and complaints• Oversee the development, implementation, maintenance and continuous improvement of an effective feedback and complaints process• Review reports and trend analysis on feedback and complaints
Management Team	<ul style="list-style-type: none">• Develop, implement, monitor and continuously improve an effective feedback and complaints process• Investigate, support or resolve complaints relating to their area of responsibility• Ensure all staff are trained and follow this policy.
Marketing	<ul style="list-style-type: none">• Ensure Feedback and Complaints are able to be captured on the Lighthouse Disability web page.
Quality Advisor	<ul style="list-style-type: none">• Investigate the feedback or complaint in conjunction with the respective manager.



	<ul style="list-style-type: none">• Provide an initial response, status updates and resolutions to closure to the complainant.• Maintain a Feedback and Complaints Register• Provide reports for CEO and Quality and Risk Management Committee.
Service Leads and Community Support Worker	<ul style="list-style-type: none">• Are trained and comply with this policy at all times.• Assist clients or any other external persons as requested to provide feedback and or complaints.

4. Policy

As part of Lighthouse Disability's approach to receiving, managing and responding to feedback and complaints, the following principles shall apply:

- a) Promote a positive person centred approach and uphold people's fundamental right to speak up about the services and supports they receive and the SDA properties in which they live.
- b) No person(s) shall be disadvantaged in any way for raising a complaint or providing feedback.
- c) Treat people with respect and dignity throughout the process, including respecting their privacy and maintaining the confidentiality of their information.
- d) Engage with people fairly and receive, manage and respond to all feedback and complaints in a consistent, fair, transparent and timely manner.
- e) Make information about how to give feedback or make a complaint that is easy to use and readily accessible.
- f) Learn from and use feedback and complaints received to implement positive change and continuous improvement initiatives.

5. Process

5.1 Anyone can provide feedback or make a complaint about Lighthouse Disability and its staff, services or SDA properties:

- In person or via feedback form at a service location
- Email: feedback@ld.org.au
- Phone: 08 8256 9800
- Post: Lighthouse Disability, PO Box 722, Salisbury SA 5108
- Visiting: Lighthouse Disability, 101 Park Terrace, Salisbury SA 5108
- Online: www.lighthouse disability.org.au/contact-us/share-your-feedback
- TTY: 1800 555 677
- Interpreter Service: 131 450



5.2 Lighthouse Disability is committed to ensuring all feedback and complaints are acknowledged within three (3) business days, and all complaints are addressed within 21 business days. Where external resources have been engaged the resolution may take a longer period of time.

5.3 Where a resolution to a complaint cannot be effectively resolved between Lighthouse Disability and the complainant an external resource may be called upon to assist.

Complaints can be directed to the following:

For SDA related complaints: -

- South Australian Civil and Administrative Tribunal (SACAT)
E: sacat@sacat.sa.gov.au
Address: Level 4, 100 Pirie St. Adelaide SA
Ph: 1800 723 767
- Consumer and Business Services
E: [Consumer and Business Services | Consumer and Business Services \(cbs.sa.gov.au\)](https://www.cbs.sa.gov.au)
Address: 4-6 Chesser St. Adelaide SA
Ph: 131 882
- Australian Consumer Rights Commission
E: [Home | ACCC](https://www.accc.gov.au)
Ph: 131 450 then give the number 1300 302 502

General Complaints:

- NDIS Quality and Safeguards Commission
E: [Making a complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au)
Address: Level 5, 95 Grenfell Street ADELAIDE SA 5000
Ph: 1300 362 072
- Disability Advocacy & Complaints Service of South Australia (DACSSA)
E: admin@dacssa.org.au
Address: 33 Franklin Street ADELAIDE SA 5000
Ph: 08 8207 1977
- Equal Opportunity Commission SA
E: equal@sa.gov.au
Address: Level 15, 10 Franklin Street ADELAIDE SA 5000
Ph: 08 8207 1977
- Office of the Public Advocate
E: opa@agd.sa.gov.au



Address: 211 Victoria Square ADELAIDE SA 5000
Ph: 1800 066 969

6 Related Documents

6.1 Policies, Procedures and Supporting Documents

- Whistleblower Policy
- Lighthouse Disability Code of Conduct
- NDIS Quality & Safeguards Commission:
- Feedback and Complaints Policy - Easy Read version

6.2 Standards and Conventions

- NDIS Practice Standards

6.3 Legislation

- National Disability Insurance Scheme Act 2013 (Clth)

7 Definitions

Key Word / Abbreviation	Definition
Complainant	A person who makes or raises a complaint. A complainant may be a client, family member, friend, or another member of the public.
Complaint	Expression of dissatisfaction about services provided or managed by Lighthouse Disability for which a response is expected or warranted.
Compliment	Expression of praise, encouragement or gratitude about services provided or managed by Lighthouse Disability.
Feedback	Can either be positive (compliment), negative (complaint) or a suggestion.

8 Document Control

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