

NDIS & Home Care Complaints Handling Policy & Procedure



Vivir Healthcare is committed to creating a positive and respectful relationship with all our clients, participants and carers and for all those that utilise our Services. This philosophy is reflected in our values and our Code of Conduct. We understand that from time to time there may be concerns or grievances and this policy sets out how any person using our services may raise any concerns they may have. Any person who chooses to raise a concern to us, has a right to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Our Complaints Handling management procedure:

- Is simple and easy to use
- Is available to all staff members, participants, delegated support people and other stakeholders via our website.
- Ensures complaints are fairly assessed and responded to promptly
- Is procedurally fair and follows principles of natural justice
- Complies with legislative requirements and the Australian and New Zealand Standard Guidelines for complaint handling in organisations AS/NZS 10002:2014

1. OUR COMMITMENT

If you raise a complaint to us, you can expect that we will:

- Treat you with dignity and respect
- Manage investigations into concerns in a timely manner
- Provide you with regular updates whilst your concern is being investigated
- Carry out the complaint handling process in a sensitive, fair and open way
- Provide reasons for decisions that are made
- Protect your privacy
- Respond within 5 business days of the complaint being received; and
- As far as possible, investigate and resolve complaints within 20 business days of being received. (If this time frame cannot be met, the complainant will be informed of the alternative time frame for resolution)

2. HOW COMPLAINTS CAN BE MADE TO US

Step 1

Raise your concerns with the clinician providing your service. If you do not feel comfortable with this, please contact our team on **1300 184 847**, or email us at feedback@vivir.com.au

If this does not resolve the matter or you do not feel comfortable approaching this person directly, proceed to step 2.

Step 2

Please contact our NDIS Operations Lead on 1300 184 847, or email us at ndis@vivir.com.au.

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3. ROLES AND RESPONSIBILITIES

Our team will:

- Have the skills to be able to act with sensitivity as well as be objective and be impartial
- Have knowledge of, and be able to advise on, all aspects of our internal complaints handling procedures
- Will have adequate training to receive, investigate and deal with complaints about our services
- Ensure that they are not directly involved in the subject matter of the complaint, and raise the matter with the Operations Manager should this be the case, or where a serious issue is identified
- Be able to assist in the formulation of a written complaint for complainants who require additional assistance to lodge the complaint
- Have access to staff at all levels so that complaints can be resolved quickly

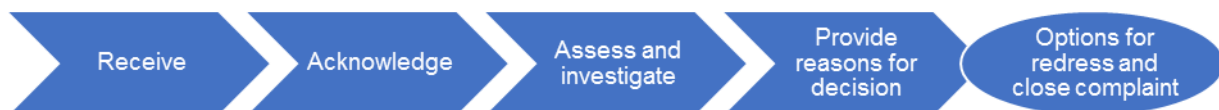
In dealing with a complaint, the Operations Manager must:

- Consider the views of any person with a disability affected by the complaint
- Consider the views of any person with a disability affected by the complaint
- Take actions in accordance with procedural fairness, including allowing all parties involved in the complaint the opportunity to provide input into the investigation
- Attempt to resolve the complaint as quickly as possible and with as little formality as proper consideration of the complaint allows

4. RECORD KEEPING

A register of complaints raised to us will be kept by us. The register will be maintained by the People and Culture Department and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action.



Copies of all correspondence in connection with complaints will be kept for 7 years.

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5. STATISTICAL INFORMATION

A statistical summary of complaints and appeals will also be kept by Vivir so that we may: We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to Vivir Healthcare's Executive General Manager and senior management for review.

6. Monitoring of the complaint management system

We will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

7. Continuous improvement

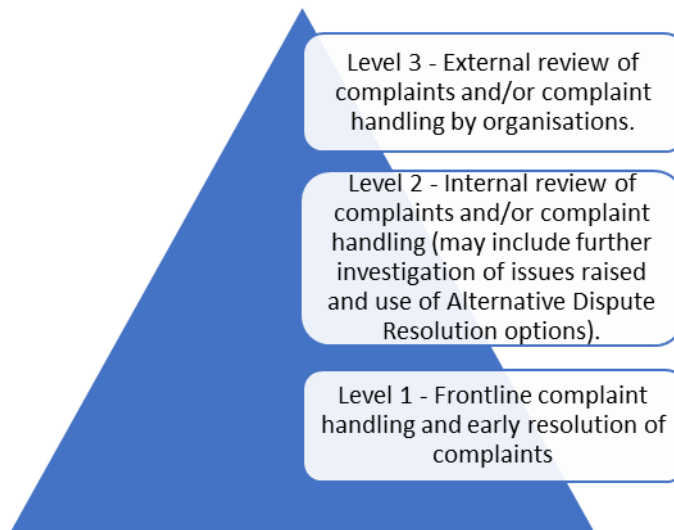
We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

8. What if you are dissatisfied with the resolution?

If you are dissatisfied with the outcomes of a complaint, you may be able to lodge a complaint to the NDIS Commission via www.ndiscommission.gov.au.

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If a person makes a complaint, the Commissioner must decide what to do.

The Commissioner may decide to:

- a. take no action, or defer taking action, in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- b. help the complainant and other affected people to work with Vivir Healthcare to resolve the complaint; or
- c. undertake a resolution process.

In some cases, the Commissioner must give written notice of the decision and the Commissioner can be asked to reconsider the decision.

9. Version Control

Version Number	Author/Owner	Details	Approver	Date Approved
0.1	Operations Team	Initial draft created for NDIS Complaints	Risk & Compliance Officer	10/12/2019
1.0	Operations Team	Final document for publication	Karen Leighton	