

selectability

Questions and answers about making a complaint about NDIS services

Question

What are my rights as a person with a disability about making complaints?

Answer

People with a disability have the right to complain about the services they receive. At selectability we do our best to provide quality supports and services to people with disability, but issues can occur

Question

What does the NDIS say about making complaints?

Answer

The NDIS Quality and Safeguards Commission says:

“If you have a concern about your current NDIS supports or services, it is important that you talk about it.

Complaints are important—they can help providers improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly”

Question

How do I make a complaint to selectability?

Answer:

Consumers are encouraged to lodge their complaint in writing by completing the *selectability Feedback Form* which is available:

- in electronic format on our website at www.selectability.com.au **on the feedback tab**
- can be downloaded from the website from the feedback tab
- in hard copy by request to selectability staff

OR

- complaints can be made directly face to face to the staff member providing the service
- by telephone; contacting the complaints manager on 07 4725 3664

Complaints can be made anonymously or by providing Consumer details for follow and inclusion in the process

Question

What happens with the complaint?

The Feedback Form, once completed on the website or in hard copy, is submitted to the selectability Complaints manager

Answer

selectability has a Complaints manager who is responsible:

- for monitoring the feedback email
- acknowledging receipt of the email as soon as possible after receipt
- to register all complaints in the complaints register and allocating a complaint number
- to notify the relevant Manager that a complaint has been registered and request that they investigate the complaint and complete all follow up
- to prepare and submit reports on complaints statistics to the CEO, General Managers and Board on a monthly basis

All information regarding complaints will be kept confidential amongst the staff concerned with the resolution

Tracking the complaint

The complaints manager will track the progress of the complaint by:

- checking the complaint is progressing within the desired time frames
- liaising with relevant team members
- if deemed necessary, by contacting the complainant

An up to date status will be made available by the complaints manager to the complainant if requested

The Manager will:

- contact the Consumer within 5 working days of receiving the complaint
- will investigate the complaint or nominate an appropriately trained staff member to investigate the complaint
- will work with the Consumer, toward reaching an agreed resolution with the Consumer within a 10 day timeframe
- the Manager will keep you up to date on the progress of the complaint process

The process is aimed to be finalised in *15 working days* from when the complaint is received

Note: When dealing with complaints as there are many variables that can affect response time. This includes:

- the complexity of the issue/s raised in the complaint
- the availability of evidence and the size and complaint handling/
- investigative resources of the organisation

If selectability is likely to take longer to respond than what is documented in this policy, then this should be explained in either the acknowledgement reply or at some other time during the process.

Other than for very simple complaints, appropriate inquiries, assessment of the evidence, the drafting of a response and decision-making may well take some time.

Question

Can I have help in dealing with my complaint?

Answer

The person making the complaint can have an advocate or someone act on their behalf to assist them to make a complaint and during the complaint investigation process.

selectability staff will advise Consumers that for support during any part of the complaint process they have the option to speak to Independent Advocacy NQ for external assistance

Freecall: 1800 887 688 Phone: (07) 4725 2505 Email: reception@ianq.org.au

Question:

What happens when I make a complaint face to face to a selectability staff member?

Answer

All employees understand the complaints procedure, how to respectfully acknowledge the person's concerns and if necessary, refer the matter to an appropriate person to manage

When a complaint is made face to face or by telephone:

- we may be able to correct the situation quickly and satisfy the Consumer's needs
- the complaint needs to be registered in the complaint register even if it is resolved quickly face to face

If the staff member can't directly fix the issue they should offer to go to the website and assist the Consumer to input the complaint, or ensure the Consumer knows how to do so

The staff member will:

- make a note of the complaint in the Consumer file that a complaint has been registered by staff
- notify their Line Manager that a complaint was made and the nature of the complaint
- the Line Manager can check if it has come through the feedback email

Question**How do I know that my complaint will be confidential?**

selectability ensures that any records of the complaint process are kept confidential between the persons involved in the complaint investigation. Records are kept electronically and are only accessible to Senior Managers

selectability complies with the Federal Privacy Act 1988 which incorporates the 13 Australian Privacy Principles (APP's). You can see our privacy policy by clicking on the link in our feedback tab

Question

What if I am not happy about the results of my complaint?

Answer

If the complaint cannot be resolved OR a Consumer is unhappy with the outcome of a complaint, selectability staff will **advise the Consumer** how to appeal the decision:

Appeals can be made by contacting the CEO of selectability or the Board of Directors if the appeal is in relation to the CEO

External complaint and appeal bodies

From the 1st July 2019 in Queensland, NDIS complaints management is undertaken by the NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/participants/complaints>

A copy of the NDIS Quality and Safeguards Commission leaflet on 'How to make a complaint' can be found on the feedback tab on our website

Question

What happens after my complaint is resolved?

Answer

After a complaint has been dealt with

- selectability will continue to provide you with your services
- the selectability Manager will check in with the person who made the complaint for feedback around the finalisation of their complaint, and their response to any follow up or implementation of actions
- The complaints manager will undertake an analysis of trends and how any systemic barriers will be addressed, and prepare and submit reports to the CEO, General Managers and Board and make any required improvements as a result of complaints