**Complaint Handling Policy**

**Goals of the policy**

We value your feedback as this will assist us to improve our customer service.

This policy has been designed to assist both customers and staff. Quality Disability Management Services is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all client making a complaint equally.

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.

All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice.

Clearly explaining the issue and what you think should be done to fix it will assist us. Please include copies of any relevant documents. At the conclusion of a formal complaint, you will receive our decision in writing.

**Definition of a complaint**

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a client or member of the public in relation to our business.

**Recording complaints**

All complaints made, verbal or written, will be recorded and transferred to electronic copy and will be filed electronically in the Complaints Folder in the QDMS Directory at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When receiving a complaint, staff will record the name and contact details of the clients, as well as full details of the complaint including the date. Details of all communication with the client and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any systemic issues identified.

Clients’ personal details or details of their complaint will not be divulged to third parties unless QDMS have written consent from the client.

**Informing clients of progress**

QDMS will acknowledge all complaints and make initial contact to resolve within 48 hours. Where complaints refer to third parties we will be required to adopt their complaints policy and will report on outcomes of that timeframe. QDMS will endeavour to provide clients with an approximate timeframe when they make a complaint. Clients will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

**Responding to complaints**

Anyone making a complaint will be treated with courtesy and respect and have their feedback dealt with in a professional manner. Where possible, complaints will be resolved at the first point of contact. In these instances, the complaints will still be recorded for the purposes of identifying continuous improvement opportunities.

If the complaint cannot be resolved immediately, the client will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

**Escalation of complaints**

If a complaint cannot be resolved in the first instance, it should be escalated to a manager and the client will be informed and given an amended timeframe for resolution.

If QDMS cannot resolve the complaint to the client’s satisfaction, they will be provided with further information about where they can take further action (e.g. by contacting the NDIS Commission by calling 1800 035 544, visiting one of their offices in person, or visiting <https://www.ndiscommission.gov.au/about/complaints-feedback/contact> for further information.

Information about independent Advocacy Associations located in the client’s region can also be provided.

**Review of complaint handling policy and procedures**

QDMS is committed to continuous improvement and this policy will be reviewed regularly (at least every six months) for effectiveness and updated if required.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and making it readily available to our clients and stakeholders.