



# Complaints Policy



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SPECIALIST  
DISABILITY  
ACCOMMODATION



# Adenium Living Complaints Policy

Adenium Living is committed to providing a harmonious working and living environment where people are empowered to exercise their rights and responsibilities. It is our policy to recognise the rights of participants, employees, volunteers, contractors, family members and friends to foster and develop an atmosphere conducive to the early resolution of complaints in a prompt, fair, confidential and equitable manner.

## Purpose

The purpose of this policy is to provide an overview of the process for handling complaints for employees and participants.

## Scope

This policy applies to all employees, volunteers, contractors, and consultants.

## Definitions

Complaint	An expression of dissatisfaction
Support Person	A person chosen by the complainant to support and witness, not advocate on behalf of the complainant
Advocate	A person who has been asked by a person with a disability to speak on their behalf and represent their concerns.

## Policy

Any complaint about policy breaches will be dealt with quickly, seriously and confidentially. Below is an outline on how complaints are to be resolved.

### Resolving a Complaint

All participants receiving a service from Adenium Living have the right to make a complaint. If the participant/participant's representative is not happy with the provision of SDA and wishes to make a complaint, the participant can talk to their allocated SDA Provider representative via phone call, email, in person, or in writing. Allegations and incidents of violence, bullying, harassment, abuse, neglect, exploitation or discrimination, are documented and acted upon in accordance with this policy and the Participant Incident Management Policy and Procedure (including allegations against other residents, participants or service providers). The person who makes a complaint, or a person with disability affected by an issue raised in a complaint, will not be adversely affected as a result of the making of the complaint.

Adenium Living will formally acknowledge the complaint in writing within 24 hours of receiving the complaint and will complete its investigation of the complaint and provide feedback to the complainant within 5 business days of receiving the complaint. Where possible, all complaints will be resolved within 14 working days after Adenium Living has acknowledged receiving the complaint. The complainant will be included in this process. If a complainant thinks that a decision made by Adenium Living is wrong, the complainant can lodge an application for internal review of a decision by the CEO.

If the CEO is unable to effect resolution, the complainant can raise their complaint to the state or territory's consumer and business affairs department or the NDIS Quality and Safeguards Commission. A complaint can be made to the NDIS Commission at any time during the process. This can be done by phoning 1800 035 544 or via the form on either of the following sites:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

[www.ndiscommission.gov.au/contact-us/make-complaint-form](http://www.ndiscommission.gov.au/contact-us/make-complaint-form)

### **Confidentiality**

Information about a complaint will only be given to people directly involved and confidentiality will be maintained at all times. Refer to the Privacy and Confidentiality Policy and Procedure for more information.

### **Fairness and Impartiality**

When handling a complaint all allegations will be investigated before a decision is made. All parties involved will have an opportunity to give their version of events. Complaints must be substantiated before any disciplinary action is taken.

### **Victim Protection**

When handling a complaint all people involved in a complaint will be protected from being victimised. Action will be taken against anyone who victimises or makes malicious or false complaints.

### **Responsibilities**

Adenium Living has the ultimate responsibility for implementing this procedure and is responsible for:

- encouraging a culture where all participant complaints are dealt with seriously and thoroughly
- ensuring that effective complaint reporting and management strategies are in place
- ensuring that appropriate actions are implemented in response to all complaints, including implementation of identified service improvements.
- regularly monitoring and reviewing each complaint.
- notifying the authorised representative/ substitute decision-maker of a participant involved in a complaint.

## **Monitoring and Review**

This policy and its procedures will be reviewed at least annually by the Quality and Compliance Leadership Team. Reviews will incorporate staff, participant and other stakeholder feedback.

Adenium Living's feedback collection mechanisms, such as participant satisfaction surveys, will assess:

- participant awareness of their rights and the extent to which they feel able and supported to exercise them
- participant satisfaction with Adenium Living's complaints processes; and
- the extent to which participants feel safe and protected in their dealings with Adenium Living
- Adenium Living's Continuous Improvement Register will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Adenium Living's service planning and delivery processes.