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| Policy name | <i>Complaints Policy</i> |
| Version | <i>3.0</i> |
| Document prepared by | <i>NDIS/DHHS Project Officer</i> |
| Responsibility | <i>Chief Executive Officer</i> |
| Date of development | <i>May 2017</i> |
| Date of next review | <i>Annual review cycle, or following any reportable incident</i> |
| Relevant legislation | <i>Human Services Standards, 2012 (Vic) National Standards for Disability Services, 2013 (Cth) NDIS Terms of Business, 2016.</i> |

Our Vision

To enhance lives and change perceptions of Down syndrome within society through dance, fitness and performance.

Purpose

- Ensure the existence of a procedure through which participants, volunteers, contractors and members of the community can communicate any complaints regarding e.motion21 services, functioning or operations
- Enable e.motion21 to benefit from all complaints through ensuring that they are recorded, considered, resolved and monitored
- Establish the principles that are to govern e.motion21's response to complaints
- Ensure that our people and our clients are aware of the content of this policy and relevant procedure.

| Related Policy | Forms |
|-----------------------|-------------------------|
| Complaints Procedure | Complaints Register |
| Advocacy | Feedback form (website) |

Policy

e.motion21 is committed to being open and responsive to any complaints offered by participants, volunteers, our people or by members of the community. e.motion21 will at all times seek an outcome to a complaint which is satisfactory to all parties.

e.motion21 recognises the right of individuals to approach an external agency if the formal complaints procedure has not resolved the issue to their satisfaction.

The Chief Executive Officer is the main point to which complaints should be directed. The Program Coordinator responsible for assisting to complete website complaints form and forwarding this to the Chief Executive Officer for action. The Chief Executive Officer will annually lodge complaints with the Disability Services Commissioner.

e.motion21 will;

- maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.
- ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.
- encourage participants, volunteers, their advocates, members of the community and any of our people who have a complaint in relation to services or to the actions of one of its staff members or volunteers to express this through the formal complaints procedure.

- ensure that the complainant is informed of his or her right to have a support person or advocate present to assist or represent them during the formal complaints procedure. Formal complaints can be written or verbal. If verbal, the assisting staff member will document the complaint and either the complainant or assisting staff member must sign the document.
- address all complaints in a confidential manner. Action to resolve the complaint will commence within 2 working days of the complaint being made (this includes contacting the complainant). Only the people directly involved in making, investigating or resolving a complaint will have access to information about it. Where the complainant is a client, no information will be documented in the individual's client file without his/her consent.
- ensure that the complaint investigation process is impartial. No assumptions will be made nor any action taken until all relevant information has been collected and considered.
- ensure that any complaint is free of repercussions for the complainant. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.

Advocacy

The need for advocacy can be identified in a number of ways. Advocacy is provided when requested by people with a disability. Family or carers might also request advocacy support, when appropriate.

e.motion21 supports and will provide assistance to participants with regards to the use of an advocate. e.motion21 will provide information to participants and their carers regarding the avenues open to them in accessing an advocate, i.e. via the Office of the Public Advocate.

| <i>Document history</i> | | | |
|---|----------------------------------|--------------------------------|----------------------------|
| <i>Date of review</i> | <i>Reviewed/revised by</i> | <i>Endorsed by</i> | <i>Notes</i> |
| <i>May 2017</i> | <i>Chief Executive Officer</i> | <i>Chief Executive Officer</i> | |
| <i>June 2017, on advice from Quantum Certification Services</i> | <i>NDIS Project Officer</i> | <i>Chief Executive Officer</i> | |
| <i>February 2018</i> | <i>NDIS/DHHS Project Officer</i> | <i>Chief Executive Officer</i> | <i>Reviewed, no change</i> |