

Complaints Procedure



Introduction

Head 2 Toe is committed to the efficient and timely handling of complaints from customers, authorities, staff and members of the community in order to better:

- Provide services
- Provide information
- Utilise Complaints feedback to assist in process improvement and improved customer experience

This procedure explains how **Head 2 Toe** will implement its complaints policy and is in line with NDIS Complaints Management and Resolution Rules 2018 <https://www.legislation.gov.au/Details/F2018L00634>

Planning and support

Complaints and feedback can be received verbally, in writing or in any other way that suits the complainant. Families, carers and advocates may also make the complaint on behalf of the person they support. Any person can make a complaint (including anonymously) about any supports or services rendered to them.

If a complaint is made to a staff member, that staff member is responsible for recording the complaint and following procedure. Complaints should be documented on the [Z:\Reports\Complaints\Head 2 Toe Complaints Form - Shortcut \(2\).lnk](#) within 24 hours and submitted to the Office Manager. It is important that the staff member confirms with the complainant that a complaint had been recorded accurately. The complaint will also be lodged on the *Complaints Register*. Complaint forms and register will be stored on a secure drive.

Complaint information is private and must not be shared with people outside of the complaints process. A person may file a complaint in person at the clinic, over the phone or email, or online via the contact form. The online form can also be anonymous. Complaints will be acknowledged within 24hours.

The Office Manager or delegate will then assess the complaint and contact the person lodging the complaint within two business days to discuss the matter. Details of the complaint and any response will be documented on the complaints form. The Office Manager and relevant staff will liaise with the complainant to identify desirable outcomes, in an effort to resolve the complaint within three weeks.

If the complaint is against an employee or volunteer, that person will not have contact with the complainant while the complaint is being resolved.

At any stage of the complaints process, the complainant can seek support from an independent advocate. The complainant can also expect to receive appropriate support and assistance throughout the complaints process.

Where a



matter needs to be referred to an outside agency or otherwise investigated, all staff will cooperate with the inquiry and produce the information requested.

There are systems and reporting requirements for:

- serious incidents
- allegations of abuse, neglect or exploitation
- theft
- accidents, injuries, or death
- service quality
- privacy concerns

The Operations Manager will decide whether other policies and procedures apply, such as the *Safeguarding Procedure*, and determine whether measures need to be included in a safeguarding plan.

Responsibilities

All staff are responsible for the implementation of the complaint's procedure. This includes encouraging and supporting people accessing services to raise any concerns or complaints they have on any issue. All staff are responsible for the recording and reporting of complaints to the Office Manager. The Office Manager is responsible for ensuring complaints are recorded and actioned. The Office Manager is responsible for communicating with people with disability, family, carers and other key stakeholders during a complaints process. The Office Manager is responsible for reporting the complaint to the Operations Manager. The Operations Manager is responsible for ensuring relevant policies and procedures are updated with lessons learnt and serious complaints are discussed at Senior meetings.

Reporting

All staff are required to report complaints they have received to the Office Manager. The Office Manager will report all serious complaints to the Operations Manager and will contact police where there is an allegation of a criminal offence. De-identified complaint activity will be reported to relevant persons as part of ongoing quality assurance and continuous improvement.

Review and evaluation

Head 2 Toe will communicate with clients about quality evaluations and encourage their participation in evaluating services. Serious complaints will be discussed at senior team meetings to allow for reflection, review and improvement where required.

The Operations Manager will analyse complaints data to determine service gaps, issues or trends in practice, procedures or policies that need to be amended to better safeguard people accessing services and improve services.

If the complainant is not satisfied with the outcome of their complaint, it may be escalated to the HCC Safeguarding Commission.



Procedural Fairness & Natural Justice

Head 2 Toe abides by the principles of procedural fairness and natural justice. Head 2 Toe will handle complaints fairly. People will be given reasonable time to comment on any adverse finding or sanction before it is finally determined.






Key contact

Questions about how to implement this procedure should be directed to the Office Manager on info@head2toefamilyhealth.com.au.

Version control

Version No.	Date	Reason for update
0	24/10/2018	New Document
1	06/02/2019	Adding section on procedural fairness & natural justice
2	21/08/2020	Including reference to NDIS regulations
3	10/07/2022	Including method to submit an anonymous complaint
4	19/08/2022	Grammar changes, 'NDIS' references changed to 'NDIS Safeguarding commission', reporting lines updated from MD to operations manager, NCR addressed ('incident' changed to 'complaint')
5	5/10/2022	Grammar changes, responsible person changes

Approval

Name	Title	Signature	Date
Monica Tanyous	MD		24/10/2018
Monica Tanyous	MD		25/02/2019
Monica Tanyous	MD		21/08/2020
Monica Tanyous	MD		10/07/2022
Sandra Mikhail	OM		19/08/2022

