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## Complaints Procedure

**Access Health** values feedback and complaints from customers including people with disability, providers and regulators to ensure people are treated fairly when they use our services. Complaints are an important source of information and are used to improve our services wherever possible.

This procedure explains how **Access Health** will implement its complaints policy. This procedure supports **Access Health** to apply the National Disability Services Standards, in particular Standard 4: Feedback and Complaints.

**Planning and support**

Complaints can be received verbally, in writing or in other way that suits the person making the complaint. Families, carers and advocates can also complain on behalf of the person with a disability that they support. Complaints can be made anonymously.

Contact details:

**Email:** [sales@accesshealth.com.au](mailto:sales@accesshealth.com.au)

**Tel:** 0398781399

**Writing:** Access Health, Unit 11, 981 Mountain Highway, Boronia. 3155.

If someone talks to a staff member to make a complaint, that staff member is responsible for writing it down and following procedures. Complaints should be documented on the Access Health Complaint Form within 24 hours of being made. It is important that the staff member checks with the person making a complaint that the complaint has been recorded accurately. The complaint will also be lodged on the Performance Register.

Complaint information is private and must not be shared with people outside of the complaints process.

**The Managing Director** will contact the person lodging the complaint within five working days to discuss the matter. Details of the complaint and any response will be documented. The Managing Director and relevant staff will work with the person lodging the complaint 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 resolved.

At any stage of the complaints process, the complainant can get support from an independent advocate.

Complaints can be made directly to the NDIS Commission by telephone: 1800 035 544, by email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) or through their website: www.ndiscommission.gov.au/conact-us

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

There are systems and reporting requirements for

* serious incidents
* allegations of abuse, neglect or exploitation
* theft
* accidents, injuries or death.

**Responsibilities**

All staff are responsible for the implementation of the complaints procedure. This includes encouraging and supporting people accessing **Access Health’s** services to raise any concerns or complaints they have on any issue.

The **Managing Director** is responsible for ensuring complaints are recorded and actioned.

**Reporting**

The **Managing Director** will contact police where there is an allegation of a criminal offence.

De-identified complaint activity is routinely reported to the board as part of ongoing quality assurance and continuous improvement.

**Review**

At least twice a year the Management 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.

Records of complaints will be kept for 7 years from the date the record was made.

**Key contact**

Questions about how to implement this procedure should be directed to the Managing Director on [Hamish@accesshealth.com.au](mailto:Hamish@accesshealth.com.au) or by telephone: 0398781399