COMPLAINTS AND COMPLIMENTS POLICY

Policy Approved:	Signature:	Date: 14/5/25

POLICY:

Greystanes Disability Services ("Greystanes") acknowledges that any person we support, either in person, or through their family or guardian; any employee, contractor, volunteer or other stakeholder of Greystanes is entitled to make a complaint. We offer an open, safe and comfortable environment for complaints and compliments to be raised as they're important because they help Greystanes understand how we can improve our quality and service to our participants. This policy is to be read in conjunction with Greystanes Complaints and Compliments procedure.

The intention of this policy is to ensure that complaints are dealt with in a confidential, fair and impartial manner, and that complaints are assessed and resolved in a fair, efficient and timely manner. We welcome all feedback, including complaints, compliments and suggestions. Greystanes endeavours to make the process of complaints easy and impartial. Any compliments raised are greatly appreciated and a copy will be forwarded to the Board and to the relevant staff or service area.

Any complaint that raises an issue that is an Incident, or a Reportable Incident should be immediately reported to the CEO, (prior to lodging the incident with the NDIS), as per Greystanes "Abuse, Neglect and Reportable Incidents – Protection of Vulnerable People" policy and procedure.

A Reportable Incident includes:

- Death of a participant with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual assault or physical contact with, or assault of, a person with disability
- Sexual misconduct against, or in the presence of, a person with disability, including grooming of the person for sexual activity
- Use of restrictive practice that is unauthorised (by your State or does not follow the Behaviour Support Plan of the person with disability)

Complaints and compliments may be raised via CareMaster for Greystanes employees, or in written format through the Greystanes Complaints and Compliments Form available on our website. Alternatively, you may pick up the form in person from reception at 2 Grose Street Leura NSW 2780 during office hours. Greystanes have implemented a Complaints and Compliments Procedure to guide people through the complaints process.

Greystanes has also implemented a Complaints Management Resolution Plan, which allows us to identify, and address systemic issues and implement corrective actions. These issues will be raised and reviewed in monthly management and board meetings. We are committed to providing high standards of service and listening to those who interact with us by ensuring the following.

We endeavour to:

- Take the feedback or complaint in a considered and serious manner
- Keep all details of the complaint confidential
- Communicate clearly and treat the complainant with respect
- Communicate with the complainant in the method they ask from us
- Keep the complainant informed of the progress of their complaint
- Explain clearly what we can and cannot do
- Make decisions fairly and independently and explain our actions

What we expect from complainants:

- Please let us know of any special needs or additional assistance you may require in understanding our policy and procedure.
- Please let us know of any special needs or additional assistance you may require in contacting the NDIS Commissioner or NSW Ombudsman if required. Contact details for both can be found below.
- Please provide as much information and details as you can in relation to the complaint
- Please understand that we may restrict how we communicate with people whose conduct we consider unreasonable and who may not communicate with our staff respectfully

A complainant will not be disadvantaged through lodging a complaint in good faith, regardless of the outcome. Our complaints procedures allow for anonymous submissions.

In the event a complainant is not satisfied with an outcome, Greystanes will encourage the complainant to participate in a formal mediation and will supply information to assist with that process. Alternatively, Greystanes will co-operate with the requirements of relevant external agencies, such as the NDIS Quality and Safeguards Commission (where this relates to a person with disability), to whom the complainant may also lodge their complaint.

Any complaints against Greystanes Disability Services as an NDIS provider, can also be directed to the NDIS Commissioner. Details are listed below.

This policy and the Greystanes procedures, instructs Greystanes' employees and managers (in its procedures) for the handling of all complaints, verbal or written, including the use of an external agency to handle unresolved complaints and/or to conduct Mediations.

SCOPE:

This policy applies to any person Greystanes supports either in person, or through their family or guardian; any employee, contractor, volunteer or other stakeholder of Greystanes.

DEFINITIONS:

Complaint: An expression of concern or dissatisfaction with a service, policy or procedure or the conduct of another person.

Complainant: The person or persons expressing dissatisfaction with the service, policy or procedure or the conduct of another person.

Compliment: An expression of positive feedback about the service GDS provide and / or its staff and conduct.

Contact Person: This person liaises with the complainant and the relevant manager concerning the process and progress of the complaint.

Guardian: A guardian of a person over the age of 16 is a legally appointed substitute decision maker, appointed for a specific time and for a specific function or functions.

Person Responsible: A 'person responsible' for an adult who is not capable of consenting to their own treatment is defined by the Guardianship Act 1987.

There is a hierarchy of persons from whom the ***person responsible*** for a person other than a child or a person in the care of the Director-General under section 13 is to be ascertained. That hierarchy is, in descending order:

- The person's guardian, if any, but only if the order or instrument appointing the guardian provides for the guardian to exercise the function of giving consent to the carrying out of medical or dental treatment on the person,
- The spouse of the person, if any, if:
  - The relationship between the person and the spouse is close and continuing, and
  - The spouse is not a person under guardianship,
- A person who has the care of the person (which, in the absence of another person, is the CEO)
- A close friend or relative of the person.

Support Person: A complainant may invite a support person to attend a meeting regarding the complaint. A support person attends the meeting to provide moral support to the complainant and to observe that the organisation's policy and procedures regarding complaints handling, have been adhered to, but is not an advocate or legal representative.

LEGISLATIVE FRAMEWORK:

Australian Community Industry Standard: 2021
NDIS Practice Standards: 2021
NDIS Act 2013
NDIS (Complaints Management and Resolution) Rules 2018
Ombudsman Act 1974 (NSW)
Disability Discrimination Act 1992
Disability Inclusion Act 2014 (NSW)
Health Records and Information Privacy Act 2002 (NSW)
Privacy and Personal Information Protection Act 1988
Work Health & Safety Act 2011
Ombudsman Act 1974 (NSW)
Guardianship Act 1987

REFERENCES AND LINKS:

NDIS COMMISSION
-Call 1800 035 544.
Email **contactcentre@ndiscommission.gov.au**.
Use TTY on 133 677.
Use National Relay Service and ask for 1800 035 544
OR write a letter and post it to:
NDIS Quality and Safeguards Commission,
PO Box 210 Penrith NSW 2751
www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker

DISABILITY COMPLAINTS SERVICE
52 Pitt St, Redfern NSW 2016
General enquiries: (02) 9319 6622
Freecall: 1800 422 015
TTY: (02) 9318 2138
TTY freecall: 1800 422 016
Fax: (02) 9318 1372
Website: www.pwd.org.au
Email: pwd@pwd.org.au

Disability Advocacy
Enquiries: 1300 365 085
Website: www.da.org.au

INTELLECTUAL DISABILITY RIGHTS SERVICE (IDRS)
Ground floor, 199 Regent St, Redfern NSW 2016
Telephone: (02) 9318 0144
Freecall: 1800 666 611

Fax: (02) 9318 2887
Email: info@idrs.org.au
Website: www.idrs.org.au

LIFETIME CARE AND SUPPORT AUTHORITY
Level 7, 321 Kent Street, Sydney NSW 2000
Mailing address:
GPO Box 4052, Sydney NSW 2001
Telephone: 1300 738 586
Fax: 1300 738 583
Email: enquiries@lifetimecare.nsw.gov.au

NATIONAL DISABILITY INSURANCE AGENCY
GPO Box 700, Canberra ACT 2601
Enquiries: 1800 800 110
Fax: (02) 6204 5058
Email: enquiries@ndis.gov.au
Website: www.ndis.gov.au
Toll Free: (18) 0080 0110

NSW OMBUDSMAN
Level 24, 580 George St,
Sydney NSW 2000.
(02) 9286 1000
Free call: 1800 451 524
Email: nswombo@ombo.nsw.gov.au
www.ombo.nsw.gov.au

ATTACHMENT:
NDIS QUALITY AND SAFEGUARDS COMMISSION: HANDLING COMPLAINTS AND FIXING PROBLEMS Information for You – Easy Read Version