Complaints and Compliments Procedure

Greystanes Disability Services welcomes your feedback,

whether it is a compliment or a complaint.

Compliments

If you feel your experience with Greystanes deserves complimenting, please convey this to us in writing, by completing the Complaints and Compliments Form located on our website and also at the Greystanes Disability Services reception desk at 2 Grose St Leura 2780. Or alternatively, you may convey your compliment by phone or in person.

Complaints

Complaints can be made in writing, by phone or in person as above. Employees may raise a complaint in CareMaster.

Greystanes endeavours to resolve any complaints in an efficient, impartial and timely manner. Information is treated as confidential, and complainants will not be disadvantaged as a result of making a complaint.

Wherever possible, your complaint will be acknowledged within 1 business day (24 hours) of receipt. All complaints will be assessed and resolved in a fair, efficient and timely manner with all efforts being made to finalise the Complaints Management Resolution Plan within 5 business days of receipt. If it is necessary to schedule a meeting, this will be done at convenient time and location for both parties. Complainants may also request to have an advocate present.

If you wish to withdraw your complaint you may do so verbally or in writing to the CEO, using the information in the feedback section below.

If you would like to make an anonymous complaint or compliment, we encourage you to complete the form below and either post to Greystanes Disability Services address below or drop in the Complaints and Compliments drop box located at reception at 2 Grose Street Leura 2780.

Staff can use the CareMaster Incident Report platform to make a complaint. If staff receive a complaint which should be reported, they can also use the form below.

Reportable Incidents

Complaints relating to a Reportable Incident must be reported to the CEO immediately. The CEO is to be informed prior to any Reported Incident being lodged with the NDIS.

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)

Resolution System: to be communicated to the complainant by the manager.

Actioning your complaint:

Complaints will be allocated to the appropriate manager who will do the following:

- Provide you (the complainant) their contact details: phone number or email address
- Discuss your resolution expectations and expected time frames for Greystanes actions
- Keep you informed of the progress
- Inform you of any delays to a resolution, and reasons why
- Work with you to resolve your concerns and/or issues
- Afford procedural fairness when dealing with your complaint
- Gather information, including speaking to relevant staff members or other parties
- Work together with the parties towards responsible and equitable outcomes
- Consider all available information resulting in the most appropriate outcome
- Greystanes will support you with contacting the NDIS Commissioner if required Contact details are at the bottom of this procedure
- Greystanes will inform Parents and guardians if a complaint is referred to the NDIS Commissioner by Greystanes

Complaint Outcomes:

Various actions may be taken to address a complaint. This will vary according to the nature of the complaint and may include the following:

- Support you to resolve your complaint
- Provide feedback and guidance to the staff member you may have concerns about
- Greystanes will undertake actions to remedy any breach or potential breach of staff obligations and performance management will be completed
- Greystanes may issue a warning letter to the staff member involved if required
- Greystanes may refer the matter for further compliance or external investigation
- Greystanes may review policies, procedures and hazards to ensure continuous improvement

Finalising your complaint:

Before finalising your complaint, the appropriate manager will:

- Inform you of Greystanes preliminary decision, reasons for the decision, actions taken and any further proposed actions. Allowing you the opportunity to provide any further details or comments prior to finalising your complaint.
- Consider any further information provided before finalising the complaint.
- Provide you with the final decision, reason for the decision, actions undertaken and further action steps to be implemented if required.
- If you are not satisfied with the outcome of the decision, you can ask for a review of your complaint. After the review, if you are still not satisfied with the decision you may seek assistance from the NDIS Commissioner or the NSW Ombudsman. Please see details below.

The appropriate manager will action the **Complaints Management Resolution Plan** attached and will also enter the details into the CareMaster as an Incident Report. Managers will be trained in the reporting of complaints and actioning of the Resolution System Procedure and Complaints Resolution Plan.

Staff will be trained in reporting Feedback (Complaints and Compliments) both in CareMaster and manually.

Please address your Feedback to:

CEO, Greystanes Disability Services,

PO Box 7229 NSW 2780,

Ph: 0477 605 303

Email: contact@greystanes.org.au

If your Feedback involves the CEO, please address it to

The President, Board of Directors, Greystanes Disability Services

PO Box 7229, Leura NSW 2780

email: contact@greystanes.org.au.

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

Complaints about a provider or worker | NDIS Quality and Safeguards Commission

NSW OMBUDSMAN

NSW Ombudsman | How to make a complaint

Address: Level 24, 580 George Street

Sydney NSW 2000

Phone: 1800 451 524

The Translating and Interpreter Service (TIS) is a free-of-charge service available on 131 450.

Visit the National Relay Service website or phone 1800 555 727.

Indigenous mobile number is 1800 060 789.

GREYSTANES EMPLOYEE ASSISTANCE PROGRAM SERVICES:

Paula Owen, Registered Counsellor

M: 0429 577 655 www.bluemountainstherapies.com.au

Jannette Sakkouri, JS Holistic Counselling

M: 0418 438 700 www.jsholisticcounselling.com

Katherine Howard, Mental Health Occupational Therapist

M: 0410 561 032 www.katherinehoward.au2.cliniko.com