

Can:Do Group

Complaints & Feedback Management



This document outlines the Complaints & Feedback Management Policy of the Can:Do Group.

The Can:Do Group is committed to listening to what you have to say and making sure that you feel heard and respected.

We welcome any feedback, complaints or suggestions you may have and see these as an opportunity to make our services better.

Definitions

Feedback: Sharing your thoughts about the organisation, its staff, services, or products. Feedback doesn't necessarily need a formal response.

Complaint: Expressing dissatisfaction with the organisations staff, services or products the requires a response or resolution.

Complainant: Someone (eg: an employee, client, advocate or member of the public) who expresses dissatisfaction with the organisation.

Escalation: The process whereby complaints are reported to the NDIS commission if the person making the complaint (complainant) is not happy with the outcome of their complaint.

Visibility and Accessibility

The Group is committed to providing a clear process that;

- Is simple and easy to use, giving consideration to the specific needs of the individual or barriers they may experience
- Is effectively communicated and promoted
- Is responded to promptly
- Is confidential and allows for fairness
- Complies legislative requirements

Principles

The Can:Do Group will:

- Encourage everyone-clients, families, carers- to speak up about any concerns. We're here to listen and make things better for you
- Treat everyone who makes a complaint with respect.
- Keep your complaint private, only sharing information if the law requires or essential for a resolution
- Ensure support and advocacy is available to clients who make a complaint and require support
- Ensure clients, families and advocates have access to the organisation's complaints management policy
- Handle complaints promptly, aiming to give a formal response within 14 days of receiving it
- Keep parties to the complaint appropriately involved and informed of progress of the complaint
- Ensure that the Board, Senior Leadership Team, staff, students and volunteers know the complaints procedure and understand how to handle client feedback and complaints
- Ensure that all complainants know how to escalate their complaint to the NDIS Commission or other appropriate body, if not satisfied with the outcome of the complaint
- Maintain a child safe environment, making sure children and young people feel safe and supported when making and resolving complaints
- Ensure that a complainant is not penalised in any way or prevented from use of services while their complaint is being resolved

Complaints & Feedback

Responses to the complaints should match the nature of the complaint in its formality. For example:

- **Informal** – for simple, straightforward complaint that can be handled by the front line staff.
- **Formal** – for more complex issues and serious matters that need to be referred to a senior person..
- **External Review** – for matters that cannot be resolved within the organisation, and need to be referred to an external agency, a mediation service or the NDIS Commission for NDIS clients.

Complaints and feedback can be made;

- Via Telephone by calling (08) 8100 8200
- Via email feedback@candogroup.com.au
- In person at any of our services
- By addressing mail (including anonymously) to: Can:Do Group
193-195 Port Road, Hindmarsh SA 5007
- Online via our website www.cando4kids.au/compliment-feedback-complaint/ - this is where a complaint can be submitted anonymously, if preferred
- Via a survey or service outcome feedback form.

When complaints cannot be resolved internally, the complaint may be referred to;

NDIS Quality and Safeguards Commission

- Phone 1800 035 544 (free call from landlines) or TTY 133677
- National Relay Service and ask for 1800 035 544
- A NDIS Complaint Contact form can be completed online at www.business.gov.au