

Q269A	FEEDBACK and COMPLAINTS MANAGEMENT POLICY – Large Print
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Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) fully support that anyone using its services has the right to provide feedback or make a complaint about the organisation and have any concerns addressed fairly in a clear and open way without any change in their services. Any person has the right to remain unidentified during this process.

This document complies with all NDIS standards for Feedback and Complaints Management. This document is available to all Customers/Clients and employees of EL and LAAS including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	NDIS Complaints Management and Resolution Rules 2018
Contractual obligations	Customer Service Agreements

Principles

EL and LAAS will:

- give all feedback/complaints equal consideration
- keep the system simple and provide help and support as required
- ensure access to independent people to provide Customer Advocacy and Support Policy
- ensure that all effected people understand that they have a right to make a complaint to the NDIS and that we will provide any support required to do so
- treat all people with respect and understand that the issues raised are important to the person reporting it
- maintain confidentiality and privacy of all parties involved, keeping all information private while working with those directly involved in the matter and its resolution
- provide the customer/client the ability for anonymous feedback and

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complaints to be submitted and protect the privacy of any person who wishes to remain anonymous

- resolve and respond to any issues raised, where possible, to the satisfaction of the complainant in a timely manner
- keep people involved fully informed of progress in reaching a resolution
- ensure all employees, service users, members, stakeholders and Board members are aware of the complaints policy and procedures
- ensure that a person or Customer/Client affected by the feedback or complaint, is not penalised or adversely affected due to providing feedback or a complaint
- ensure that feedback and complaint data (both positive and negative) is recorded and used in company reviews and the continuous improvement process

Providing Feedbacking or making a complaint to EL or LAAS

Any person may provide feedback or a complaint about the services provided by EL or LAAS.

EL and LAAS provide several ways for feedback/complaints to be reported:

- A phone call to Service Delivery on (08) 8340 2000 and ask to provide feedback or a complaint to our Service Delivery Officer
- By emailing feedback@enhancedlifestyles.com.au with as much information as you can provide, including date, time and location of any events where possible.
- Submitting a form in person at our office or we can post out a copy of our feedback for which can be mailed back to:

Enhanced Lifestyles
2 Arlington Terrace,
Welland, SA 5007

- Online form on the Enhanced Lifestyles website

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(www.enhancedlifestyles.com.au) which is publicly accessible

Making a complaint to the NDIS Commission

You can make a complaint to the NDIS Commission by:

Phone on 1800 035 544 (free call from landlines) or TTY 133 677.
Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Online Form available at <https://www.ndis.gov.au/contact/feedback-and-complaints>

Confidentiality

All information provided in feedback or complaint is considered confidential and protected under EL and LAAS confidentiality policy and only disclosed when required to by law.

Training

All employees of EL and LAAS are required to understand and comply with this policy and the accompanying Feedback and Complaints Management Procedure. Training will be provided as part of employee onboarding to inform the employee of their role and responsibilities in regard to handling of feedback and complaints.

Review

The Feedback and Complaints Management system will be reviewed annually to ensure that it complies with legislative requirements and meets the needs of the organisation. This review will be conducted by the Quality team and will include:

- Q269 Feedback and Complaints Management Policy
- P269 Feedback and Complaints Management Procedure
- QF241B Feedback Form
- Feedback and Complaints register

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- Accessibility

Customers/Clients will be consulted as part of this process to identify any barriers to accessibility. The Continuous Improvement process will then be used to implement changes to resolve these barriers.

Documentation

Documents related to this policy	
Related policies	Q241 - Customer Feedback Policy Q102 - Customer Rights and Service Charter Q115 – Providing Customer Advocacy and Support Policy
Related procedures	P269 – Managing Complaints Procedure
Forms, record keeping or other organisational documents	Q269a - Complaint Register QF241B – Customer Feedback Form