

**People with Disabilities Western Australia Inc.**

## **Policy Title**

Complaints and Disputes Policy and Procedure

## **Policy Statement**

### **Purpose:**

To establish policies and procedures to ensure that people with disabilities and any other relevant stakeholder in Western Australia who have a complaint or dispute about People With disabilities WA (PWdWA) advocacy services is encouraged to raise it, and have it resolved without fear of retribution.

### **Aims:**

* To establish a mechanism for clients and other stakeholders to lodge a complaint regarding PWdWA advocacy services.
* To ensure that procedure is clearly communicated to all relevant stakeholders and that effective feedback mechanisms are in place.
* To ensure feedback in response to complaints is used to develop continuous improvement in service delivery.

## **Scope**

This policy is intended for all Board members, employees, volunteers, and clients. This policy focusses on external complaints.

## **Related Documents**

* Complaints Register
* Grievances Policy
* Governance Policy

## **Procedures**

1. PWdWA Board members, employees, volunteers and clients are aware of the existence of and have access to the Complaints and Disputes Policy and Procedures.
2. Clients and stakeholders can choose to resolve their complaint internally or externally as per PWdWA’s procedures and receive the necessary assistance.
3. Where this is not appropriate or is unresolved, the complainant can arrange to talk to a Senior Manager. This contact may be in writing, by e-mail, by telephone or in person. The complainant is encouraged to have a person of their choice supporting them through the process.
4. Senior Manager will contact the complainant within five (5) working days to discuss the matter. Details of the complaint and any response will be documented and the complaint will be lodged on the Complaints Register.
5. If the complaint is against an employee or volunteer, that person will not have contact with the complainant while the complaint is being resolved.
6. If this is unresolved, the Senior Manager will refer the complaint to the Chair of the Board.
7. The Chair will take the complaint to a sub-committee, which will interview those concerned separately and privately. The complaint and response will be documented.
8. At any stage throughout the complaints process, the complainant can take their complaint to an external body such as the Health and Disability Services Complaints Office (HaDSCO) or the Complaints Resolution and Referral Service (CRRS).
9. At any stage during the complaints process, the complainant can get support from an independent advocate from any other advocacy agency.
10. All records and documentation relevant to the complaint process will be kept confidential, stored securely so that the privacy of the complainant is protected.
11. PWdWA receives funding from the NDIS to run small projects. This means that if you are unhappy about our service to you, you can also talk to the NDIS Quality and Safeguards Commission (the Commission) about your experience with us.

You can call the Commission on 1800 035 544 or TTY 133 677. You can use the [National Relay Service](https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service) and ask for 1800 035 544. You can use an [online complaint form](https://www.ndiscommission.gov.au/about/complaints) to contact the Commission.

More Information Below

* How To Make a Complaint – [Easy Read](https://www.ndiscommission.gov.au/document/1671) and [Online Information](https://www.ndiscommission.gov.au/about/complaints)
* How the Commission Handles Your Complaint – [Easy Read](https://www.ndiscommission.gov.au/document/1766)
* In Your Language – [information in your language](file:///C:\Users\brendan\Downloads\In%20your%20language%20|%20NDIS%20Quality%20and%20Safeguards%20Commission%20(ndiscommission.gov.au))