

Client Complaints Procedure

Independent Living Centre Tasmania [ILCT] welcomes information and feedback from clients that will enable it to improve the quality of services.

Clients have a right to complain about the service they are receiving from ILCT without fear of retribution and can expect complaints to be dealt with fairly and promptly.

Clients are to be made aware of their right to complain and should fully understand the complaints procedure and the use and availability of advocates (see *6.04 Clients' Rights and Responsibilities Procedure*).

Clients have the right to use an advocate of their choice to negotiate on their behalf with the staff and/or management of ILCT. This may be a family member or friend, or an agency such as Advocacy Tasmania, Speak Out Association of Tasmania or Association of Children with Disability.

Staff should take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.

Complaints may be lodged by telephone, in print, electronic formats or in person.

All formal complaints are to be recorded on *2.03 Complaint Form* and clients are to be informed of the outcome of their complaint within 14 days.

Persons affected by the complaint are to be fully informed of all facts and given the opportunity to put their case.

Details of a client's complaint are to be kept confidential amongst staff directly concerned with its resolution.

The client's permission is to be obtained prior to any information being given to other parties that may be desirable to involve in order to satisfactorily resolving the complaint.

Complaints Procedure

- The procedure for making a complaint is outlined in a poster at the centre, is provided to clients who request it, and is offered to clients who demonstrate to staff a concern or issue that may be interpreted as a complaint.
- Clients are encouraged to talk about their issue or concern with the staff member involved in the first instance.

- If the client is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, the client should contact the Chief Executive Officer (Trent McHugh Ph: 0415 034 051).
- The Chief Executive Officer will record the complaint on *2.03 Complaint Form* with information provided by the client. Every effort will be made to address and resolve the complaint as quickly as possible. The client will receive a reply within 14 days of lodging the complaint. This reply will outline action taken.

In the event, the circumstances involve an NDIS participant and it is a reportable incident, ILCT will also follow the required reporting & notification requirements via the NDIS Quality and Safeguards Commission. (Refer to: NDIS Quality and Safeguards Commission Reportable incidents Detailed Guidelines for Registered NDIS Providers June 2019 <https://www.ndiscommission.gov.au/document/596>)

- The Chief Executive Officer will complete the complaint form with details of the action taken and outcomes and file this in the Confidential Complaints folder, which will be secured in a locked filing cabinet.
- The client will be advised that if not satisfied with the outcome after referral to the Chief Executive Officer, the issue may be raised with a member of the Board of Management. Alternatively, if the person is an NDIS participant they will be informed they also are welcome to contact the NDIS Quality and Safeguards commission: Phone 1800 035 544 or TTY 133 677. Interpreters can be arranged.
- If the client remains dissatisfied with the Board's response, the client can contact an outside agency such as:

Aged Care Complaints Scheme: Ph: 1800 550 552

Disability and Community Services State Office Directorate: Ph: 6166 3578

Health Complaints Commissioner: Ph: 1800 001 170

NDIS Quality and Safeguards Commission: Ph: 1800 035 544 or TTY 133 677

References:

NDIS Quality and Safeguards Commission Reportable incidents Detailed Guidelines for Registered NDIS Providers June 2019: <https://www.ndiscommission.gov.au/document/596>