

Organisational Procedure: Complaints and Feedback

This procedure sets out the process, roles and responsibilities that Challenge Community Services (Challenge) staff are required to follow in relation to complaint management. A complaint is an expression of dissatisfaction made to or about Challenge, related to its products, services, staff or the handling of a complaint where a response or resolution is expected or required.

All staff are required to comply with the **Organisational Policy: Complaints and Feedback** and the process outlined in this procedure.

1. Making a complaint

If a person wishes to make a complaint to or about any aspect of Challenge, they can do so by any of the following:

- on the Challenge Website, via Feedback - www.challengecommunity.org.au;
- in person at any Challenge site;
- in writing; or
- by phone (1300 058 113).

Challenge Quality and Customer Department is responsible for the complaint management process within Challenge.

2. Timeframe for response

We are committed to responding to complaints in the following timeframes:

- The complaint will be acknowledged within (3) working days of receipt. This occurs automatically for complaints lodged via the website, for complaints made in person, this will usually occur at the time the complaint is lodged. Where complaints are lodged in writing, the appropriate manager will contact the complainant to discuss their concerns.
- Investigation and internal reviews will usually be conducted within ten working days of receipt of a complaint or request for review. Where this is not possible, complainants will be kept fully informed of the progress of their matter.

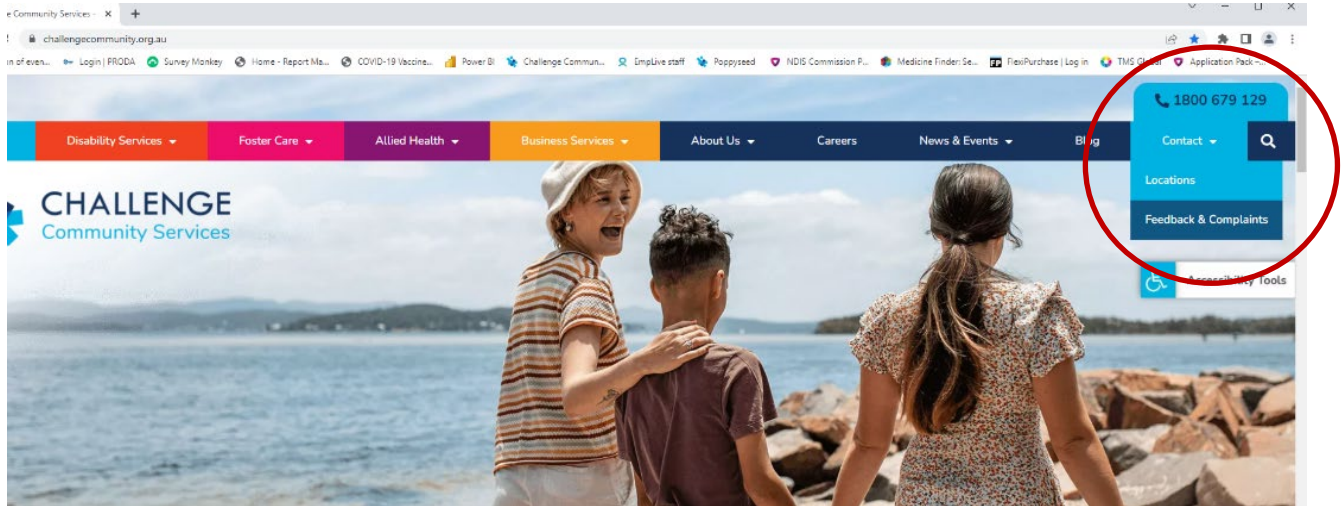
3. Procedure

Any expression of dissatisfaction with a Challenge service or product will be entered into the Feedback portal located under 'Contact Us' on the website <https://www.challengecommunity.org.au/contact-us/feedback/> by the person who receives the complaint.



Challenge Community Services Ltd
@ info@challengecommunity.org.au
challengecommunity.org.au

ABN: 17 059 209 675
PO Box 487, Tamworth, NSW 2340
2/383 Goonoo Goonoo Road, Hillvue, NSW 2340



Please note: The feedback form/webpage is not to be used for staff related grievances. For such matters, please follow up directly with the appropriate Manager. Please refer to **HR Procedure: Grievance Process** for more information.

Complaints should be handled, where possible, at the time of the complaint by the person receiving the complaint. Staff should escalate the complaint to their direct manager so the issue can be promptly addressed and resolved with the complainant. Where this is not possible, guidance will be given by the Quality and Customer Department on how to best resolve the complaint once lodged and reviewed.

All complaints will be recorded and reviewed to help us improve our services as Challenge believes that efficient complaint handling improves stakeholder relationships. To this end, complaint data trends are reported to the Board on a regular basis. This data analysis allows for continuous improvement efforts to be identified and implemented across the business.

If you have any concerns about the management of your complaint you can contact Challenge Complaints on 1300 058 113.

4. Complainant support provided by Challenge

Challenge endeavours to support all clients and stakeholders be able to make a complaint. Therefore, Challenge will assist clients and stakeholders to:

- Lodge a complaint on their behalf on the website;
- Contact external agencies where appropriate (including advocates);
- Encourage clients and stakeholders to engage a support person or advocate to assist with their complaint; and
- Develop a complaints brochure, including easy read version, to be available to assist stakeholders in understanding the complaints process.

5. External Agencies

If a stakeholder is unhappy with how Challenge has managed their complaint, or they require an advocacy service, they may contact the following agencies for assistance where most appropriate.

Agency	Contact Details
NDIS Quality and Safeguards Commission	Phone: 1800 035 544 Website: www.ndiscommission.gov.au
NSW Ombudsman	Phone: 02 9286 1000 Website: www.ombo.nsw.gov.au
National Disability Abuse & Neglect Hotline	Phone: 1800 880 052 Website: www.jobaccess.gov.au/complaints/hotline
Intellectual Disability Rights Service	Phone: 1300 665 908 Website: www.idrs.org.au
Department of Communities and Justice	Phone: 02 9377 6000 Website: www.dcj.nsw.gov.au
Advocacy	Contact Details
Queensland Advocacy Incorporate	Phone: 07 3844 4200 Website: www.qai.org.au
Disability Advocacy NSW	Phone: 1300 365 085 Website: www.da.org.au

6. Complaints about Challenge staff, CEO or board member

Generally, if a complaint is about;

- a staff member, it is managed by the persons direct line manager or supervisor.
- a supervisor or manager, it is managed by the Regional Manager.
- a Regional Manager, it is managed by the General Manager.
- a General Manager, it is managed by the CEO.
- the CEO, it is managed by the Board.
- a Board Member, it is managed by the Chairman (if it is against the Chairman it is managed by another Board Member or externally).

At any time in this process staff managing the complaint may engage the assistance of the Human Resources Department.

7. Confidentiality

All records related to complaints are confidential and are held by the Quality and Customer Department. Access to records is available only to those involved in the complaint's management.

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8. Staff training

As part of the induction process, all staff will receive training on the process they are required to follow if they receive a complaint from a client, client's family/advocate, member of the public or other stakeholder.

9. Related documents

- Standards Australia 2018, *Quality management — Customer satisfaction — Guidelines for complaints handling in organizations*, AS/NZS ISO 10002: 2018, Standards Australia, NSW.
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.
- Organisational Policy: Complaints and Feedback.
- Complaints – Easy Read document.