

COMPLAINT POLICY

Background

- (A) Right4me values complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services.
- (B) There may be times where Right4me does not meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the service we deliver.
- (C) Right4me's complaint management and resolution system complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and National Disability Insurance Scheme (Code of Conduct) Rules 2018.
- (D) All Right4me employees are aware of, trained in, and comply with the required procedures in relation to complaints handling.

1. Policy

- (a) Compliments, complaints and other feedback provide Right4me with valuable information about participant satisfaction and an opportunity to improve upon all aspects of our service.
- (b) Right4me ensures you can easily make a complaint and have it dealt with fairly and quickly.
- (c) Right4me makes information available to you and other stakeholders about how to make a complaint to it, the NDIS Commissioner and any other relevant body. Right4me keeps adequate records about complaints received.

2. Procedure for lodging complaints

Right4me has a structured approach to resolving complaints.

2.1. Speak with a member of the Right4me team

To lodge a complaint, you are encouraged to speak directly to a staff member first, in an attempt to resolve the matter without recourse to Right4me's complaints procedures.

Staff will:

- (a) listen openly to the concerns being raised by you;
- (b) ask you what outcome you are seeking;
- (c) inform you of the complaint process and how to formally make a complaint to Right4me, the NDIS Commissioner or other complaints body and the time the

process takes.

If your complaint cannot be resolved within 24 hours, it will be referred to Right4me's Principal. The Principal will advise the person of their right to lodge a formal complaint if they have not already done so, with the assistance of a support person or advocate if they wish.

2.2. Lodge a formal complaint

- (a) If you are dissatisfied with the service provided by Right4me, you can lodge a complaint with us.
- (b) Please include in your complaint the following details:
 - (i) your name and contact details;
 - (ii) the nature of the complaint;
 - (iii) details of any steps you have already taken to resolve the complaint;
 - (iv) details of conversations you may have had with us that may be relevant to your complaint and;
 - (v) copies of any documentation which may be relevant.
- (c) Formal complaints can be lodged through the following channels:
 - (i) verbally, with a staff member;
 - (ii) by email to hello@right4me.com.au;
 - (iii) by phone on 0422 70 55 83;
 - (iv) or in writing to PO Box 4252, Ainslie, Australian Capital Territory, 2602
- (d) Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.
- (e) Complaints made to Right4me, the NDIS Commission and other complaints bodies can be withdrawn at any time.

3. Support provided by Right4me

- (a) Despite 2.2(b)(i), you nonetheless have the option of lodging their complaint anonymously using any of the above channels.
- (b) Complaints and feedback can be lodged by a third party on behalf of another person, if their consent or the consent of their legal representative has been provided.
- (c) At any time, you can make a complaint about Right4me or the support we provide to the NDIS Commission or other external complaints bodies.
- (d) Staff will assist complainants or people with disability affected by complaints to contact the NDIS Commission or other complaints body, where this is required.
- (e) You will be encouraged to use an advocate of your choice to act on your behalf if you so wish. The advocate may be a family member or friend, or sourced (with assistance from staff if required) through the National Disability Advocacy Program.

- (f) Staff will take all reasonable steps to ensure complainants or people with disability affected by complaints are not adversely affected or fear retribution because a complaint has been made by them or on their behalf.
- (g) Where a complaint about Right4me is made to the NDIS Commission, all staff will:
 - (i) comply with any orders or requests made by the NDIS Commission; and
 - (ii) assist in any resolution process or inquiry undertaken by the NDIS Commission.

4. Evaluation of complaints

- (a) We will take note of what information you provide to us. This information will be passed on to the appropriate department of Right4me to deal with the complaint.
- (b) Investigation of complaints will not be conducted by a person about whom a complaint has been made, or a person who has a conflict of interest in the matter.
- (c) All parties involved in a complaint will be provided with procedural fairness and with the support and information necessary to participate in the complaints process.

5. Response

- (a) Right4me will respond to all complaints as soon as possible and within twenty-one (21) days from acknowledgement.
- (b) Once we have finalised your complaint, we will advise you of our findings and any action we have taken.