

Policy

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Section	Quality Management
Topic	Feedback and Complaints
Distribution	All Staff, Volunteers, Board and Clients
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Intent

Down Syndrome SA respects the rights of individuals to provide feedback and complaints on the services they receive and the way in which the services are managed.

Definition

A 'complaint' is the expression of dissatisfaction with a decision, service or product. Complaints can take many forms, including:

- Dissatisfaction about the service and how it is being delivered.
- Disagreement with a decision made by the provider.
- A claim that a situation or decision should never have happened or been made.
- An issue that requires explanation or resolution.

The 'complainant' is the person making the complaint.

Implementation

All people have a right to complain.

No one will be disadvantaged or discriminated against if they make a complaint.

Making a complaint will not result in any adverse actions or retribution.

You have the right to an advocate or support person to support you.

When communicating with Down Syndrome SA you can elect a specific Down Syndrome SA staff member to be the contact person.

If English is not your first language, a professional translation service and / or translator can be sourced to facilitate complaint handling.

Complaints will be acted upon promptly, fairly and respectfully in a safe environment.

Complainants will be an active participant in the complaints process and will be communicated with regularly during the process.

Complaints will be treated confidentially and in the manner necessary under the Australian Privacy Principles.

Complaints are to be acted upon in a timely manner as outlined within the Down Syndrome SA Complaints Procedure.

Complainants have the right to go to an external independent organisation to mediate and help solve complaints.

Down Syndrome SA will monitor, review and analyse complaints regularly for trends and continuous improvement purposes.

New staff, volunteers, Board, individuals and users of the service will be made aware of the complaints policy and procedure.

Complaints handling will be included in the induction and orientation for all new staff and volunteers.

Complaints policy and procedural changes will be advised to all relevant parties within a reasonable time frame.

Supporting Documents, Legislation and References

- Down Syndrome SA Complaints Procedure
- Down Syndrome SA Communication Record
- Down Syndrome SA Complaints Register
- Down Syndrome SA Grievance Policy
- Privacy Act 1988
- Australian Privacy Principles
- National Standards for Disability Services
- Work Health and Safety Act SA 2012
- Privacy Act 1988
- DSSA Disability Services Complaints Policy
- DSSA Privacy and Confidentiality Policy
- DSSA Board Code of Conduct and Code of Ethics Policy

External Agencies

Everyone has a right to provide feedback or raise a complaint and if after making a complaint you are still unhappy you can raise your concerns with one of the following external agencies:

- The Office of the Public Advocate
- Disability Advocacy and Complaints Service of SA
- National Disability Insurance Agency
- Health and Community Services Complaints Commissioner
- Australian National Disability Abuse and Neglect Hotline

Review

This policy shall be reviewed by Down Syndrome South Australia Inc. Board as per schedule.

June
2016

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