



## 1. Policy Statement

Spectrum Space values feedback and complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly, safely and with respect when they use our services.

Complaints are an important source of information to help ensure continuous improvement and the quality of our services. Spectrum Space will empower people to speak up in their own way and ensure an accessible, effective and responsive complaints process.

## 2. Scope

2.1 This procedure applies to all Spectrum Space employees, contractors, volunteers, participants and their families, carers and advocates.

## 3. Principles

- 3.1 Everyone has a right to have a say about, and be involved in, decisions affecting their lives.
- 3.2 The process will uphold principles of transparency, accessibility, procedural fairness, collaboration and confidentiality.
- 3.3 The person making the complaint will be appropriately involved throughout the complaints handling process to the extent possible, including being kept informed of the progress, actions taken, decisions made and the option for a review of a decision.
- 3.4 Individuals who raise complaints will be supported to lodge a complaint and provide feedback to Spectrum Space via the appropriate channels.
- 3.5 Complaints processes will be adapted wherever reasonably possible, to be sensitive to cultural, disability or communication needs.
- 3.6 Complaints will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- 3.7 Appropriate action will be taken in relation to issues raised in complaints.
- 3.8 Feedback will be sought from those involved in the complaint handling process following resolution of the complaint to ensure continuous improvement.
- 3.9 Reasonable steps will be made to ensure individuals who raise complaints with Spectrum Space are advised on how to raise this with the Commissioner along with support and assistance if required.
- 3.10 Complaint documentation will be prepared, maintained and stored appropriate to legislative requirements.
- 3.11 Staff have access to, be made aware of and be trained in the complaints process as per the complaints policy and procedures.

## 4. Definitions

**Complaint** – formal advice that something has occurred, something is not working the way it should, something is inappropriate, or someone is at risk. A reportable incident process is required for legal and contractual purposes when a complaint is serious.

## 5. Reference Documents

- 5.1 SS QA P007 Continuous improvement plan
- 5.2 SS POL P023 Code of conduct
- 5.3 SS QA P006 Complaints procedure
- 5.4 SS HSE P008 Incidents, Accidents, Illness Management Procedure



## 5.5 SS POL P010 Confidentiality and Privacy Policy Statement

### Related legislation and policy

5.6 Carers' Recognition Act 2004 (WA)

5.7 Disability Services Act 1993 (WA)

5.8 Equal Opportunity Act 1984 (WA)

5.9 Occupation Health and Safety Act 1984 (WA)

5.10 National Disability Insurance Scheme Act 2013: Principles.

5.11 United Nations Convention on The Rights of Persons with Disabilities

5.12 National Disability Insurance Scheme Quality and Safeguarding Framework

5.13 National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

## 6. Revision Status Record

Date	Rev	Description of Status or Revision	Prepared by	Approved by
28 Oct 2018	001	Initial Issue	Trudi-Anne Gribble	Louise Sheehy
12 Nov 2020	002	Revised Issue	Melissa Koh	Louise Sheehy & Board
Click for date.				
Approval of Current Revision				
Name	Position	Signature	Date	
Louise Sheehy & Board	CEO		04 February 2021	

