



## 1. Purpose

This procedure describes how complaints will be managed and responded to at Spectrum Space.

## 2. Scope

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

## 3. Making a Complaint

3.1 Complaints can be lodged in various ways at Spectrum Space:

3.1.1 Raise a complaint with any staff member by phone, email, or in person.

3.1.2 Call Spectrum Space on (08) 9431 2111 or email [info@spectrumspace.org.au](mailto:info@spectrumspace.org.au) to explain what happened, why the complaint is being lodged, and suggest ways in which the problem can be solved.

3.1.3 The Complaint Form can be found and submitted online via <https://www.spectrumspace.org.au/feedback/> by the complainant or a staff member on behalf of a complainant where assistance is required. Anonymous complaints can be provided via post.

3.2 Where additional support is required to lodge a complaint, individuals will be provided with information on Independent advocacy organisations to contact. See appendices below.

3.3 Individuals can choose to lodge a formal complaint about Spectrum Space or its services with the NDIS Quality and Safeguards Commission. Call 1800 035 544 or visit <http://www.ndiscommission.gov.au/>.

3.4 Individuals who need support or assistance to lodge a complaint can seek help from Spectrum Space staff.

3.5 Individuals who lodge a complaint will not have adverse consequences, retribution or loss of service as a result of making a complaint to Spectrum Space or the NDIS Quality and Safeguards Commission.

3.6 Complaints will be handled in confidence and the complainant will be communicated with throughout the process.

## 4. Following the lodgment of a complaint

4.1 Staff at Spectrum Space will:

4.1.1 Listen to the complaint

4.1.2 Record the details of the complaint

4.1.3 Gather all the facts

4.1.4 Discuss options for fixing the problem with the complainant and other relevant parties

4.1.5 Act in a timely manner, according to timeframes set out as part of that individual complaints process

4.1.6 Keep the complainant updated on the progress

4.2 If a complaint is made in relation to an incident that occurred, incident reporting requirements will be followed in addition to those in this policy.

## 5. Record keeping

5.1 Records of all complaints and feedback are kept in the complaints register (confidential) and the feedback and opinions register.



- 5.2 Continuous improvement ideas that result from complaints or feedback will be recorded in the continuous improvement register.
- 5.3 These records will be kept for 7 years and contain information about the complaint, the action(s) taken and any outcomes achieved.
- 5.4 We will review our complaints systems periodically (i.e. every two years or earlier if required) to ensure it is effective.

## 6. Responsibilities

- 6.1 All staff have a responsibility to:
  - 6.1.1 keep up to date on and adhere to the complaints management policy and procedure;
  - 6.1.2 acknowledge and listen to complaints in a respectful and empathetic manner with regard for the rights of individuals to raise complaints;
  - 6.1.3 make individuals aware that they have the right to make a complaint and have access to a complaints management process;
  - 6.1.4 support individuals to lodge complaints with Spectrum Space or the NDIS Quality and Safeguards Commission;
  - 6.1.5 support individuals to document complaints in the complaints form;
  - 6.1.6 involve the individual(s) in the complaints management process (i.e. if staff are completing the complaints form on behalf of the individual, to ensure the information is representative of the individual's view);
  - 6.1.7 notify the General Manager that a complaint has been made;
  - 6.1.8 where necessary and appropriate, make adjustments to the ways things are done in response to a complaint in order to continuously improve services provided to participants of Spectrum Space.
- 6.2 The General Manager is responsible for
  - 6.2.1 following up and investigating complaints in a confidential manner;
  - 6.2.2 providing support and assistance for the complainant to escalate their complaint should they wish to do so;
  - 6.2.3 procedural oversight, including ensuring that principles of procedural fairness are followed in the complaints process and that no adverse action is made against the complainant. This includes making sure that
    - 6.2.3.1 the complainant is as involved in the complaints management process as they choose to be and is kept updated on its progress,
    - 6.2.3.2 where relevant, the person(s) whom the complaint is lodged against is given a reasonable opportunity to respond,
    - 6.2.3.3 the decision to take any form of adverse action against a person is based on facts and is recorded as part of the decision, and
    - 6.2.3.4 the decision maker is unbiased.
  - 6.2.4 maintaining the complaints register and ensuring adequate record keeping processes;
  - 6.2.5 provide the NDIS Quality and Safeguards Commission with complaints reports as required; and
  - 6.2.6 updating the continuous improvement register and undertaking periodic reviews in line with legislative requirements.
- 6.3 The CEO is responsible for reporting to the NDIS Quality and Safeguards Commission on complaints as required.
- 6.4 The CEO is responsible for ensuring Spectrum Space staff are aware of and trained in the complaints management process.
- 6.5 If the complaint concerns the General Manager or CEO, the matter will be escalated up to the next authority level (i.e. CEO or Chair of the Board).



## 7. 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.

Procedural fairness – means acting fairly in administrative decision making. It relates to the fairness of the procedure by which a decision is made, and not the fairness in a substantive sense of that decision.

## 8. Reference Documents

- 8.1 SS QA P006 – Complaints policy and procedure
- 8.2 SS QA F003 – Complaint Form
- 8.3 SS POL P022 – Complaints Policy
- 8.4 SS QA F009 – Complaints Register
- 8.5 SS QA F005 – Continuous Improvement Register
- 8.6 SS QA F008 – Opinion & Feedback Register
- 8.7 SS HSE P008 Incidents, Accidents, Illness Management Procedure
- 8.8 NDIS Practice Standards January 2020
- 8.9 [How to lodge a complaint to the NDIS Commission](#)
- 8.10 [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#)
- 8.11 Privacy Act 1988
- 8.12 Disability Services Act 1993

## 9. Revision Status Record

Date	Rev	Description of Status or Revision	Prepared by	Approved by
09 Sep 2019	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

## 10. Appendices

- 10.1 Appendices are to be added after the Revision Status Record on a new page.



**Advocacy Organisations**

Sussex Street Community Law Service

Tel: 08 6253 9500

Web: [www.sscls.asn.au](http://www.sscls.asn.au)

Western Australia Community Legal Centres

Tel: 08 9221 9322

Email: [administrator@communitylegalwa.org.au](mailto:administrator@communitylegalwa.org.au)

Web: <https://www.communitylegalwa.org.au/>

**For general legal advice:**

Legal Aid Western Australia

Tel: 1300 650 579

Web: [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)

Citizen Advocacy West Perth

Tel (08) 9445 9991

Web: <http://www.capw.org.au/>

People with Disabilities PWDWA

Tel (08) 9420 7279

Web: <https://www.pwdwa.org/>

