Complaint & Feedback Policy

SpectrumSpace

Policy Statement

Spectrum Space values and welcomes feedback, including complaints, compliments and suggestions, from anyone engaging with our services. This includes autistic people, children and young people, people with disability, families, carers, support networks, service providers and workers.

We recognise that feedback is a vital tool for continuous improvement and maintaining high-quality, person-centred service delivery. Spectrum Space acknowledges that concerns or mistakes may arise and is committed to ensuring that all individuals engaging with our services including children and young people is aware of their right to raise concerns, have them addressed respectfully and promptly, and receive fair and transparent outcomes.

Principles

Right to Be Heard

Everyone, including children and young people, has the right to raise concerns, provide feedback and be involved in decisions that affect them. Making a complaint will not affect the quality or continuity of the supports you receive.

Speaking Up and Feedback Culture

Spectrum Space values and encourages feedback, compliments, suggestions and complaints. Feedback is recognised as an important contribution to service quality, safety, continuous improvement and positive participant outcomes.

Accessibility and Support

Complaints can be made in a range of ways, including independently, anonymously, or with the support of a family member, advocate, support person or trusted adult. Support is available to assist individuals to understand and access the complaints process where required.

Transparency, Fairness, and Confidentiality

The complaints process is guided by principles of transparency, accessibility, procedural fairness, collaboration and confidentiality. Information is only shared with those who need it to assist in responding to or resolving a complaint. All parties involved in a complaint can expect to be treated fairly, respectfully and without assumptions being made before relevant information has been considered.

Participation and Communication

Individuals raising a complaint will be appropriately involved throughout the process and can expect to be informed of progress, decisions and available review options where applicable.

Principles cont.

Safety, Dignity, and Inclusion

Spectrum Space recognises and respects the diverse needs of people who engage with our services. Our complaints process is designed to be culturally safe, disability inclusive, child-safe and neuroaffirming. Information about making a complaint will be provided in accessible formats where reasonably practicable.

Timely, Impartial Resolution and Accountability

Complaints will be acknowledged, assessed and responded to in a fair, timely and objective manner. Where appropriate, complaints may be reviewed or managed by a senior staff member or another suitable person to support impartial decision-making. Outcomes will be communicated respectfully and any actions taken will be proportionate to the concerns raised.

External Escalation and Advocacy

Individuals have the right to access advocacy services and external complaint pathways. NDIS participants will be informed of their right to contact the NDIS Quality and Safeguards Commission and may be supported to access these pathways if required.

Complaints Involving Safeguarding or Professional Conduct

Where a complaint involves concerns about safety, safeguarding, professional conduct, boundaries or potential harm, Spectrum Space may take additional steps to ensure the safety and wellbeing of those involved.

Depending on the nature of the concern, this may include notifying or working with external organisations such as the Police, Department of Communities, or the NDIS

Quality and Safeguards Commission.

Where required, reports may be made to external authorities before an internal review is completed. This does not imply wrongdoing, but reflects our commitment to safety, transparency and accountability.

Continuous Improvement

Feedback and complaints help us learn and improve. We use information gathered through feedback and complaints to identify opportunities to strengthen our services, improve participant experiences and enhance safety and quality.

Records and Training

Complaints and feedback are documented and managed in accordance with privacy, confidentiality and record-keeping requirements. Workers receive information, guidance and training to support effective complaint management.

This document is an external version of SS POL P022 Complaint and Feedback Policy and has been adapted for participants, families, carers, volunteers, contractors and visitors. Internal procedures, governance arrangements and operational requirements have been omitted. The approved internal policy remains the authoritative document for Spectrum Space operations.

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