

Purpose

This policy outlines Achieve Australia's approach to managing and resolving complaints and feedback. Feedback includes complaints, compliments and general feedback.

A complaint is an expression of dissatisfaction made to or about Achieve Australia related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Feedback can be positive or negative and can be considered a complaint once assessed or it can be dealt with at a local level and not processed as a complaint. All feedback is welcomed regardless of its perceived severity.

Anyone can make a complaint including clients, staff, family members/guardians or members of the public and complaints can be made anonymously or not. If made anonymously, complaints and feedback the resolution and ability to provide feedback to the complainant may differ.

This policy reflects our commitment to

- promote and implement an efficient, confidential and accessible system
- respond to and manage all feedback in a consistent, fair and timely manner
- improve the quality of the services we provide and how we respond to client support needs
- use feedback to inform planning, policy development and systems and processes
- act in ways in keeping with our purpose and passion
- respect choices and decisions of others
- understand and introduce improvements and changes arising from feedback
- actively involve people making complaints in the complaints process as far as practicable and in appropriate circumstances
- provide support, tools and resources to assist people with making a complaint to us or about us

- foster a culture that welcomes and embraces complaints and feedback that is communicated, understood and acted upon.

All Achieve Australia staff are responsible for supporting people who wish to make a complaint to access and use the complaints process. This includes communicating rights as well as other internal and external complaints and feedback resolution processes. All staff are required to participate in formal complaints handling training relevant to their role.

Scope

This policy applies to all complaints and feedback from people we support (clients) and their families and carers, employees (current and former), volunteers, organisations, members of the public and other Achieve Australia stakeholders.

Legislative Context

Refer to the Achieve Australia Legislation Register.

Reference Documents

- [NDIS Practice Standards and Quality Indicators](#)
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Complaints and Feedback Procedure
- Achieve Australia Whistleblower Policy and Procedure
- Achieve Australia Code of Conduct

Policy Owner	Chief Customer, Practice and Quality Officer
Approved By	Chief Executive Officer
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