

## 1. Policy Statement

AACA is committed to effective complaints management, ensuring that all complaints are handled in an accountable, transparent, timely, and fair manner. We recognise that accessible complaints management is integral to high-quality participants' service and fosters a people-focused, proactive approach that aligns with the NDIS Quality and Safeguards Commission. We also understand that culturally responsive complaint processes enhance engagement, build trust, and improve outcomes.

## 2. Objectives

The objectives of this policy are to:

- Ensure the fair, efficient, consistent, and culturally responsive management of complaints.
- Identify opportunities for business improvement through the collection and analysis of complaint information.
- Promote confidence in AACCA's commitment to listening to clients and their families, involving them in decision-making, and implementing policies and programs that affect them.

## 3. Principles

AACA is committed to the following principles of complaints management:

### 3.1 Enabling Complaints

- **People-Focused:** We adopt a proactive approach to seeking feedback and addressing complaints within reasonable timeframes.
- **Anonymity:** Complaints can be made anonymously, with complainants informed of the limitations of this option
- **Respectful Engagement:** Complainants are treated with respect and are involved in the process as appropriate.

### 3.2 Ensuring No Detriment to Complainants

- We take all reasonable steps to ensure that complainants are not adversely affected by their complaints.

### 3.3 Visibility and Transparency

- Information about the complaints process is well-publicised and easily accessible.

### 3.4 Accessibility

- Clear information on how to lodge a complaint and available supports is provided.
- Complainants can seek support from advocates or interpreters.

### 3.5 No Charge

- The complaints process is free of charge.



## 3.6 Responsiveness

- Complaints are addressed in a respectful, fair, and timely manner.
- Acknowledgment of complaints occurs within three business days.

## 3.7 Impartiality and Fairness

- Complaints are managed impartially and without conflict of interest.

## 3.8 Privacy and Disclosure

- Personal information is handled in compliance with privacy laws.

## 4. Scope

**4.1 Application** This policy applies to all participants, their guardians, advocates, employees, contractors, and volunteers of AACCA.

### 4.2 What is a Complaint?

A complaint is defined as any oral or written expression of dissatisfaction related to:

- A decision made or not made by AACCA.
- Services provided or not provided by AACCA.
- The behaviour or performance of AACCA employees or contracted services.

## 5. Governance

### 5.1 Reporting

A report on the performance of the complaints management system will be included in AACCA's annual report, aligning with relevant reporting requirements.

### 5.2 Review and Auditing

Regular reviews and audits will be conducted to ensure the effectiveness of the complaints management system. This policy will be reviewed annually or updated by NDIS Quality and Safeguards Commission requirements.

## 6. Roles and Responsibilities

### 6.1 Management

The management team is responsible for establishing and maintaining an effective complaints management system.

### 6.2 Complaints Unit

The Complaints Unit will provide guidance, maintain records, and ensure adherence to policy procedures.

### 6.3 Staff Responsibilities



All employees must manage complaints in accordance with this policy and promote access to complaints management processes.

## 7. Authority

This policy reflects the Australian Standard AS 10002-2022 and ensures compliance with the obligations under relevant public sector legislation.