



Section 1 – Service Delivery

Policy Number: 1.14

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PURPOSE

All Arafmi Ltd service users have the right to provide feedback, to raise a complaint or to appeal a decision made, and to have that matter considered with courtesy, in a timely fashion and without fear of prejudicial treatment. This policy sets out the ways Arafmi Ltd collects feedback, how feedback informs positive improvements to its services and the procedure for lodging a complaint or appeal.

Arafmi Ltd service users may make a complaint or provide feedback about:

- any aspect of Arafmi Ltd services or accommodation facilities.
- ways the service could be improved.
- what works well and what interests service users.
- interactions with an employee, student, volunteer or contractor working for or with the service.
- decisions made by the service.
- activities or event organised or delivered by the service.

POLICY STATEMENT

This policy follows the principles of natural justice and procedural fairness. Arafmi Ltd encourages and assists service users and their supporters and/or family members to exercise their right to provide feedback or to raise a complaint or dispute that they may have with Arafmi Ltd services. Service users are encouraged to exercise their right to have their matters investigated and resolved in a timely manner without fear of discrimination, the loss or reduction of services, or recriminatory action in relation to the complainant. Arafmi Ltd does not discriminate against the subject of complaint and is not precluded by this policy from taking action as necessary to ensure the safety and prevention of harm to service users and others who may come to attention as a result of a complaint or appeal.

ACTION/IMPLEMENTATION

The following steps set out the procedures that service users should follow when providing feedback, making a complaint or lodging an appeal.

Descriptions:

- *Feedback* – provision of personal opinion or to provide information about something which can confirm whether the person providing feedback liked, disliked, or found something successful or otherwise.
- *Complaint* – a consequence of dissatisfaction with an aspect of routine operations at Arafmi Ltd.
- *Appeal* – in response to a decision made on a particular matter.

Feedback

Service users are encouraged to provide feedback on services provided and can do so verbally or in writing. Feedback can be given at any time by all service users in relation to any Arafmi Ltd support service.



Services users receiving individual supports are invited to engage in three monthly reviews of support services to allow the opportunity to provide feedback to enhance the outcomes of their individual supports.

Complaints and Appeals

Step 1

Discussion of the concern with a representative of the service. Most concerns can be addressed informally and a satisfactory solution reached within a short timeframe.

Step 2

A 'concern' becomes a 'complaint' where either:

- The service user indicates they wish to pursue the matter through the complaints process; or
- The matter is not resolved informally to the satisfaction of the service user and they indicate that they wish to pursue the matter further.

If the service user wishes to pursue the matter through the complaints process, a formal meeting with the CEO or their delegate will be arranged. The complaint may be presented in writing via post or email, by phone or in person. A support person or advocate may be involved at the service user's request. The discussions and any outcomes from this meeting will be documented with a copy sent to the service user within five working days.

Step 3

If the complaint remains unresolved, the service user or their advocate may submit the complaint in writing. The letter should state that the complaint is being lodged under the Complaints procedure with all concerns outlined. It is helpful for the complainant to indicate a desired outcome.

- The complaint will be forwarded to the Arafmi Ltd Chair of the Board and access to all former records and correspondence relating to the complaint will be allowed.
- The Arafmi Ltd Chair of the Board may invite members of the Board to an initial discussion of the complaint before determining the next course of action.
- The Arafmi Ltd Chair of the Board will forward a reply to the service user within five working days.
- The Arafmi Ltd Chair of the Board may refer the complaint to the Board of Arafmi Ltd for consideration. If such a referral is made, the service user will be notified of the action taken and the Board will take responsibility for notifying the service user of an outcome within five working days of discussing the complaint.

NOTE: Complaints involving suspected abuse or neglect must be dealt with in accordance with the policy 'Preventing and Responding to Abuse, Assault and Neglect'.

Step 4.

If a service user is not satisfied with the outcome of Steps 1 to 3, they or their advocate may pursue the matter through one of the following avenues:

- Complaints to the NDIS Commission can be lodged via:
Web: <https://www.ndiscommission.gov.au/>
Phone: 1800 035 544 (free call from landlines) or TTY 133 677 (Interpreters can be arranged upon request).



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- Queensland Ombudsman – 07 3005 7000 - www.ombudsman.qld.gov.au
- South Queensland Dispute Resolution Centre - 07 3239 6007 - [Dispute Resolution Centre Website](#)
- The National Disability Advocacy Program can help you work with an advocate - Email disabilityadvocacy@dss.gov.au

Or write to:

*Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820, Canberra, ACT, 2601*

Related Policies:

- 1.1 Service Responsibilities Policy
- 1.3 Principles of Practice Policy
- 1.10 Service User Rights and Responsibilities Policy
- 5.6 Preventing and Responding to Abuse Neglect and Assault of Service Users Policy

VERSION CONTROL AND HISTORY

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