

Complaints Policy and Procedure

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Inclusion Australia is the trusted and authentic national voice of people with an intellectual disability and their families. This policy explains how Inclusion Australia handles complaints. We are dedicated to ensuring that anyone using Inclusion Australia's services has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Inclusion Australia's way of managing complaints is in line with our values, and ensures that:

- The process is easy to follow
- We treat everyone with respect
- We assess and respond to complaints in a fair and timely manner
- We learn from what we do.

How to make a complaint

You can make a complaint in writing or by speaking to:

- the staff member you were dealing with at the time
- the Chief Executive Officer (CEO)
- the Chair of the Inclusion Australia Board



- Email: admin@inclusionaustralia.org.au



- Phone: 1300 312 343

How we manage complaints

Who manages complaints?

The Inclusion Australia CEO will manage any complaints made about:

- Work done by Inclusion Australia
- Inclusion Australia staff members
- A member of an Inclusion Australia advisory group.

The Chair of the Inclusion Australia Board will manage any complaints made about the CEO or Board directors. External input will be sought when required.

The steps we take to manage a complaint are:

The complaint is registered:

- Details of the complaint are added to the register of complaints
- The person making the complaint is informed that their complaint has been received, registered and advised of the timeframe for the investigation.

The complaint is investigated:

- Details of the complaint are examined within 5 working days of the complaint being received
- Written advice is emailed within 10 working days of receiving the complaint. The email outlines what is being done to investigate and resolve the complaint and confirms the expected timeframe for the process to be completed.

We strive to investigate and resolve all complaints within 30 days of receipt. If we cannot meet this timeframe, we will inform the person making the complaint of the reasons for the delay and provide an updated time frame for the resolution process.

The complaint is resolved:

- Within 30 days of the complaint being received, the person making the complaint will be advised of the decision and any follow-up action to be taken to resolve the complaint.
- If you do not feel that your complaint has been responded to and resolved to your satisfaction, the Inclusion Australia Board or CEO may conduct an external investigation, and/or seek independent mediation.

Register of Complaints

Inclusion Australia keeps a register of complaints. The register is maintained by the CEO and is a record of the following details for each complaint:

- Who is making the complaint
- What the complaint is about
- When was the complaint made
- What action was taken in response to the complaint
- How was the complaint resolved, and what was the rationale used
- The date of the resolution
- A record of when and how the person making the complaint was notified
- Any response from the person making the complaint
- Any further follow-up actions required.

Information connected to any complaints made will be stored for 3 years. The register of complaints and associated information is considered confidential and is only accessible to the CEO and the Board. The CEO prepares a report summarising any complaints received at Board meetings.

Related Policies

- Privacy Policy Statement
- Whistleblowing Policy