

MNDAWA Feedback and Complaints Policy and Procedure

Contents

Purpose	1
Scope	1
Principles	1
Policy	1
Accountabilities	4
Related Policies & Documents	4
Legislation and policy	4
Approvals	4

PURPOSE

The Motor Neurone Disease Association of Western Australia (MNDAWA) is committed to being accountable for the services and supports we offer. Our mission is to deliver person-centred support and specialist care to people affected by MND in Western Australia. We welcome all feedback. We consider feedback, both positive and not so positive, as an opportunity for us to understand and assess how we are delivering on our mission.

MNDAWA is committed to delivering best-practice support to all our participants and clients. For those accessing NDIS services we adhere to the NDIS Practice Standards overseen by the NDIS Commission. The Feedback and Complaint Management policy and procedure 2024 forms the base for complaints handling by the organisation. This is consistent with the National Disability Insurance Scheme Complaints Management and Resolution Rules 2018.

SCOPE

This policy applies to all paid staff, volunteers, students and any subcontractors working at MNDAWA site/s or locations of services. Staff members are expected to be familiar with and apply this policy and all related procedures. Staff are provided with training in handling feedback and complaints and must adhere to the MNDAWA Code of Conduct. The primary purpose of this policy is to ensure the safeguarding of our participants/clients and implementation of continuous improvement strategies to deliver high-quality support.

PRINCIPLES

The MNDAWA complaints processes are:

- Participant/Client focused – best practice person-centred care is the core of our support services
- Confidential – personal information related to the complaint (including the details of those involved in the complaint) will be confidential and only used for the purposes of addressing the complaint
- Accessible – easily understood and clearly available to all via the MNDAWA website
- impartial, just and fair – objective, evidence-based and proportionate to the circumstances. There will be no victimisation of, or repercussions for any person who makes a complaint or provides any form of feedback
- Timely – we aim to resolve the complaint at the earliest opportunity to the individual's satisfaction where possible.
- Driven by continuous quality improvement – outcomes of complaints are used to identify improvements that can be made to MNDAWA service and performance.

POLICY

Any person who makes a complaint to MNDAWA will be treated with courtesy and respect. They will be dealt with in a fair and unbiased manner and will not be subject to victimisation or repercussions as a result of lodging a complaint. In return, MNDAWA expects complainants to communicate their concerns fairly and appropriately.

MNDAWA will endeavour to act on and improve when an anonymous complaint is received, however the response may be limited, given the difficulty of anonymous complaint verification and communication.

All complaints will be registered in the MNDAWA Feedback and Complaints Register. This is the Association's internal system for registering, tracking and resolving complaints. The register is reviewed on a regular basis by the CEO, with a view to identifying any recurrent themes, systemic issues, risks or organisational processes that need to be addressed.

Complaints assist MNDAWA to learn from what we do and how we do it. To this end, complaint processes will include an appropriate assessment and reflection on lessons learned and quality improvement to mitigate the risk of recurrence. If an investigation of a complaint determines that the service, actions or failure to act by individuals or the organisation has in some way contributed to the complaint being substantiated, MNDAWA will take whatever action is appropriate including but not limited to:

- Admit the mistake occurred and offer a sincere and meaningful apology
- Reconsider a decision
- Amend or retract documentation/files
- Review policies or practices to prevent recurrence
- Take action to modify the behaviour of the staff member or organisational representative who was the subject of the complaint.

PROCEDURE

Participants/clients are provided with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access advocates. Complaints or feedback can be communicated in a variety of ways. A link is provided through our website, or received over the phone or in-person. Assistance can be provided to submit a complaint. An easy read form is available. MNDAWA commits to a supportive environment for any person who provides feedback and/or makes complaints.

MNDAWA recognises there are different types of complaints. These include:

- Complaints – related to MNDAWA's support services or service providers and made by participants/clients family members or support networks
- Third party complaints – complaints from an external stakeholder about the standards of service, actions or lack of action by MNDAWA, its staff, representatives or volunteers.

Different types of complaints may require a variation in process and differing levels of formality at different times. Whatever the type of complaint though the procedures will adhere to the same principles:

- Respect for the complainant
- Objective investigation
- Formal acknowledgement of the complaint (in two business days), and reliable and timely communication throughout the process
- Priority for resolution between parties where this is possible, and where possible within

ten days

- Commitment to procedural fairness and natural justice
- Documentation of actions, resolution and learnings
- Review, learning and continuous improvement from every complaint.

SUBMITTING A COMPLAINT

MNDAWA provides a variety of ways for complainants to make contact:

- Online through the website: <https://www.mndawa.asn.au>
- Directly to our CEO: Maeve.Egan@mndawa.asn.au,
- To MNDAWA admin email admin@mndawa.asn.au Subject Line - Compliant
- maeve.egan@mndawa.asn.au – CEO - For any other complaints
- Phone: (08) 6186 4133 and inform you would like to make a complaint
- Letter to Postal Address: Complaints (Confidential) MNDAWA- Unit 1, 184 Raleigh Street, Carlisle WA 6101

RESPONSE

Staff are encouraged to seek feedback in all interactions with participants and clients, families and support networks. All feedback is acknowledged and noted on MNDAWA's Feedback and Complaints Register. If negative feedback can be resolved easily, and the person does not want to formally submit a complaint, a timely and pro-active approach will be taken to acknowledge and review the feedback, and for this to form part of the Association's continuous improvement approach. All feedback is recorded and reviewed. For those who may need assistance with submitting a formal complaint, assistance can be provided. Should the complaint be specific to a staff member, an impartial representative will be provided in this instance. All feedback & complaints are considered private & confidential and are managed by the CEO and/or Board representative.

Unresolved Complaints

Unresolved complaints will be escalated for further investigation and attempts at resolution. If a complaint made by an NDIS participant cannot be resolved internally, the complainant may be referred to the external agency, listed below:

- NDIS Commission
- Ph: 1800 035 544 (free call from landlines) Interpreters can be arranged
- National Relay Service and ask for 1800 035 544
- Completing a complaint contact form
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Accountabilities

The CEO in consultation with the Board Of Management will apply and maintain this policy.

RELATED POLICIES AND DOCUMENTS

- Feedback and Complaints Register
- Feedback and Complaints Easy Read brochure and Form
- Whistleblower Policy
- Recruitment, Training and Performance Policy
- Incident Management Policy
- Quality Management and Continuous Improvement Policy

Legislation and policy

- NDIS Practice Standards, Quality Indicators, Module 2 Governance and Operational Management and National Disability Insurance Scheme Complaints Management and Resolution) Rules 2018.

Approvals

Date of approval: December 2024

Version Three

Date of review: December 2026

A handwritten signature in blue ink, appearing to read 'M. Egan'.

Approved by: Maeve Egan, CEO