

COMPLIMENTS AND COMPLAINTS POLICY

DOCUMENT CONTROL

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1. INTRODUCTION

All Mosaic employees, clients and their families, advocates or other support persons have the right to raise concerns and complaints around any aspect of their engagement with Mosaic and have these acknowledged, assessed and resolved in a fair, efficient and timely manner. This is also consistent with the guiding principle of the *National Disability Insurance Scheme Act 2013* (NDIS Act) that people with disability have the same right as other members of Australian society to pursue any grievance.

2. PURPOSE

This policy sets out Mosaic’s commitment to having a complaints management and resolution system that is appropriate for the size of the business and the types of supports and services that Mosaic provides.

Mosaic recognises the value of complaints and feedback, positive or otherwise, from any person as a key tool in:

- achieving better outcomes for clients;
- improving internal policies and procedures;
- continuous improvement;
- maximising efficiency and effectiveness; and
- building a collaborative environment which values input from employees, clients, guardians, families, advocates or other support persons and service providers and stakeholders.

3. POLICY

A ‘complaint’ is an expression of dissatisfaction with a Mosaic support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

Mosaic's complaints management and resolution system will:

- Enable any person to make a complaint, including anonymously lodging a complaint about supports or services provided. Complaints should be dealt with directly and quickly at the point of service, unless the complaint requires further investigation
- Provide for an easy and accessible process for making and resolving complaints, as well as simple and accessible documentation about how to make a complaint
- Have a designated team that manages and investigates complaints
- Ensure that appropriate support and assistance is provided to any person who wishes to make or has made a complaint.

Mosaic will provide a range of avenues and supports for employees, clients, and their families and external stakeholders to raise their concerns and complaints or provide feedback. These avenues include:

- Submitting incidents, complaints or feedback via Lumary
- Mosaic website 'Feedback Page' <https://mosaictas.org.au/feedback> – this avenue provides information on the various ways to lodge complaints or feedback including anonymously and online via the Compliments, Complaints & Feedback Form
- Access to the Compliments, Complaints & Feedback Form at Mosaic property locations
- Referring complainants to the NDIS Commission complaints and feedback line 1800 035 544 and form <https://www.ndiscommission.gov.au/participants/participants-make-complaint>. This information is contained on the Mosaic website and in service agreements with clients
- Information on accessing an advocate if/where required

Mosaic will acknowledge complaints or feedback within 48 hours of receipt and endeavour to resolve all complaints within two weeks of their receipt. Where this is not possible, Mosaic will communicate with the person who made the complaint or provided the feedback (if not provided anonymously) and a reason for the delay and revised resolution timeframe provided. All complaints will be managed in accordance with the Investigation Policy and Investigation Procedure.

Where a complaint or feedback relates to the Chief Executive Officer, the matter will be referred to the Board via the Board Chairperson.

4. SUPPORTING LEGISLATION

Disability Services Act (1986)

Disability Services Act 2011 (Tas)

Disability Discrimination Act (1992)

Disability Services Standards Human Rights Act (2004)

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

National Disability Insurance Scheme (NDIS) Practice Standards and Quality Indicators

National Disability Insurance Scheme (NDIS) Code of Conduct

Privacy Act 1988

NDIS Quality and Safeguards Commission Effective Complaint Handling Guidelines for NDIS Providers

5. RESPONSIBILITIES

| Role | Responsibility |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Quality & Safeguarding Team (Q&S Team) | <ul style="list-style-type: none"> Ensuring that all feedback or complaints received are acknowledged within 48 hours of receipt and resolved within a 2-week time frame (where possible) and, if not, communicate with the person who provided the feedback or complaint Maintaining the complaints register Other responsibilities as per the Investigation Policy and Investigation Procedure |
| Head of Q&S | <ul style="list-style-type: none"> Day-to-day oversight of the complaints management and resolution system Other responsibilities as per Investigation Policy and Investigation Procedure |
| Leadership Team | <ul style="list-style-type: none"> Championing a positive complaints culture Other responsibilities as per Investigation Policy and Investigation Procedure |
| Head of Human Resources | <ul style="list-style-type: none"> Responsibilities as per Investigation Policy and Investigation Procedure |
| General Manager Governance & Corporate | <ul style="list-style-type: none"> Ensuring there is a complaints management and resolution system in place Ensuring general oversight and reporting of complaints to the CEO and Board Other responsibilities as per Investigation Policy and Investigation Procedure |
| General Manager People & Culture | <ul style="list-style-type: none"> Ensuring complaints that are employee related and/or referred by the General Manager Governance & Corporate are managed in accordance with the Investigation Policy and Investigation Procedure Other responsibilities as per Investigation Policy and Investigation Procedure |

6. RELATED DOCUMENTS

Investigations Policy
 Investigations Procedure
 Dispute Resolution Policy
 Whistleblower Policy
 Code of Conduct
 Bullying and Harassment Policy
 Bullying and Harassment Procedure
 Incident Management Policy
 Incident Management Procedure
 Advocacy Policy

7. REVIEW CYCLE

This policy will be reviewed every two years from the last approval date, or earlier if:

- there are any changes in the Relevant Laws; and/or
- there are any material changes to relevant risks; and/or

- there are any material changes to the Mosaic operational structure and/or systems.

REVISION HISTORY

| Version Number | Date Approved | Brief Description | Change Author |
|-----------------------|----------------------|--------------------------|---------------------------------------|
| 2.5 | 12/07/2019 | | GM Client Partnerships and Operations |
| 3.0 | 27/10/2022 | Annual review | GM Governance & Corporate |