

Listen With Heart ● BE THERE

Achieve Dreams ● MAKE THEIR DAY

Challenge Expectations ●

CHOOSE YOUR ATTITUDE

Celebrate Life ● PLAY

**mosaic**  
SUPPORT SERVICES

Living life *my way*

**OUR MISSION**

TO ENRICH AND IMPROVE THE LIVES OF  
PEOPLE WITH DISABILITIES AND THEIR  
FAMILIES

COMPLIMENTS AND COMPLAINTS POLICY  
VERSION 2.5

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## DOCUMENT CONTROL

Title of document	Compliments and Complaints Policy
Version	2.5
Category of document	Policy
Applicable to	All employees
Approval Authority	Chief Executive Officer
Document Owner	General Manager Quality and Growth
Date Approved	24 July 2020
Next scheduled review date	July 2021

### 1. INTRODUCTION

Mosaic Support Services recognises the value of complaints and feedback 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, other service providers and stakeholders.

Mosaic recognises that any person may wish to raise concerns or complaints about the service/s that Mosaic provides and respects this right by:

- Ensuring that the complaints process is accessible and promoted by the organisation
- Welcoming and responding quickly and comprehensively to any complaints raised; and
- Carry out the complaints process in a fair and open way
- Support is provided to any person making a complaint if required, and advocacy service information will be provided
- Refer complainants to the NDIS Quality & Safeguards Commission if they are unsatisfied with the outcome of the complaint raised with Mosaic

### 2. PURPOSE

This policy is to ensure compliments, complaints and feedback received by Mosaic are handled in fair, open and consistent manner and responded to within appropriate timeframes.

### 3. AUTHORISATION

This policy is issued under the authority of the Chief Executive Officer.

The Chief Executive Officer may authorise amendments to this policy at any time.

### 4. POLICY

Mosaic will provide a range of opportunities and methodologies to facilitate the provision of compliments and complaints to the organisation from its clients, employees, third parties and/or their representatives. This includes enabling any person to lodge a complaint anonymously about supports or services provided by the organisation.

Mosaic will acknowledge complaints and feedback within 48 hours of receipt. Mosaic will endeavour to resolve all complaints within two weeks of their receipt. Where this is not possible communication will be maintained and a reason for the delay and revised resolution timeframe provided.

In investigating and responding to complaints, Mosaic will seek to identify an outcome or options which will allow the complaint to be settled amicably and for normal relations to continue with the individual without adverse effect. Where an amicable outcome is not achieved, it is Mosaic policy to seek external mediation or the individual is able to make a complaint to the NDIS Commission by calling 1800 035 544 or by completing a Complaint Access Form at <https://www.ndiscommission.gov.au/participants/complaints>.

It is Mosaic policy that the opportunity for further review and appeal be built into the way in which complaints are handled. As such, it is Mosaic policy that the that the Head of Quality & Client Experience will record all complaints and where appropriate respond to complaints, or delegate to the appropriate person within the organisation to respond to the complaint.

The Head of Quality & Client Experience will act as referral point should the matter remained unresolved.

It is Mosaic policy that information on complaints feedback be treated as confidential and access restricted to those parties who need to know and be kept legislated timeframes.

## 5. SUPPORTING LEGISLATION

*Disability Services Act (1986)*

*Disability Discrimination Act (1992)*

*Disability Services Standards*

*Human Rights Act (2004)*

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

*Privacy Act*

## 6. RESPONSIBILITIES

The **Head of Quality and Client Experience** is responsible for recording and maintaining all complaints on the complaints database.

The **Leadership Team Members** of Mosaic are responsible for ensuring that all feedback or complaints are acknowledged within 48 hours of receipt and either

- a) managed within the Division or
- b) referred to General Manager Quality and Growth for oversight of investigations, if the complaint is formal.

The **General Manager Quality and Growth** is responsible for the oversight and reporting of serious complaints to the CEO.

The **Chief Executive Officer** is responsible for reviewing and making final determinations where a matter remains under dispute after investigation.

## 7. RELATED DOCUMENTS

Compliments and Complaints Procedure

Investigations Policy

Investigations Procedure

Grievance Policy

Grievance Procedure

Speak Up! Policy  
Code of Conduct  
Bullying and Harassment Policy  
Bullying and Harassment Procedure  
Accidents and Incidents Policy  
Accidents and Incidents Procedure