



01.09 Feedback and Complaints Policy

Scope

This policy covers feedback and complaints provided to Wallara from a client or customer (complainant). It does not include complaints from staff.

Responsibility

All Wallara Staff are responsible for adhering to this policy.

Policy

Wallara welcomes feedback and complaints from complainants. Wallara will ensure that its staff are trained with regard to their responsibility in the 01.10 Feedback and Complaints Procedure.

This policy will:

- Uphold the right of all complainants to provide feedback and make a complaint.
- Guide Wallara's response to feedback and complaints from a complainant to be handled appropriately and in a manner consistent with procedural fairness and natural justice.
- Support Wallara staff to see complaints as a means of improving Wallara's services.

When Wallara receives a complaint the complainant must:

- Have the complaint **acknowledged** by Wallara;
- Be **informed** of the complaint's progress;
- Be appropriately **involved** in the resolution of the complaint; and
- Be **updated** on the implementation of any relevant outcomes, including any action taken and decisions made.

Wallara views complaints as an opportunity to improve. Wallara will foster a culture where the complainant feels comfortable raising complaints and staff feel comfortable to receive complaints. In the spirit of continuous improvement Wallara will review complaints, and the ways in which complaints are resolved, to identify improvements. Wallara will keep a systematic record of complaints to identify any trends or patterns as a part of continuous improvement of its services. Wallara's Board will receive a report of aggregated complaints data at least quarterly.

Wallara will actively seek feedback from clients and customers on an annual basis.

Wallara has a separate process in place to ensure compliance with relevant legislation regarding whistleblowing. See 01.10 Whistleblowers Policy and Procedure.

Wallara will comply with legal and funding obligations to report on complaints to relevant agencies as required. Wallara will encourage clients to seek further support and assistance from the NDIS Quality and Safeguarding Commissioner if not satisfied with the outcome of the complaint.



Principles

Accessibility

Wallara will provide information to clients and customers including in formats accessible to people with disability that enables them to know:

- How to make a complaint;
- How to access support to make a complaint; and
- Wallara's process for resolving complaints.

Right to provide Feedback and Complain

Wallara will uphold the fundamental right of people with a disability (clients) to speak up about the supports they receive.

Wallara will not treat clients adversely because they make a complaint or provide feedback and will put in place appropriate safeguards against retribution.

Support

Wallara will support clients and customers to:

- Make complaints about matters that are important to them;
- Have issues resolved regarding aspects of Wallara's service with which they are dissatisfied;
- For clients, understand their human rights and their rights as a person with disability;
- Make anonymous complaints if this is preferred by the person with disability; and
- Access advocacy or other independent supports to assist with making a complaint to Wallara.

Dignity and Respect

Wallara will treat complainants with respect and dignity throughout the complaints process. This includes respecting their privacy and maintaining the confidentiality of their information except as required by law or to appropriately investigate and resolve the complaint.

Wallara will seek to handle and resolve all complaints sensitively and by negotiation and discussion.

Resolution

Wallara will strive to resolve complaints as close to the source of the complaint as possible.

Procedural Fairness

Wallara has established a complaints process that ensures that it handles complaints consistently, as quickly as possible and in a manner consistent with the principles of natural justice, including:

- Treating the complainant fairly;
- Listening to and responding to the complainant's concerns in an unbiased and objective manner;
- Giving the people involved in a complaint a fair opportunity to respond to issues raised and to present their views;
- Viewing complaints with the intent of achieving a positive outcome; and
- Keeping the complainant informed of the progress of their complaint.

Client Centred

Wallara will respond to the individual needs of a person with disability and consider what is:

- **Important to** - what people are expressing: with their words and with their behaviours; and
- **Important for** - those things that we need to keep in mind for clients; what others see as important in order to help the person be healthy, safe and a valued member of their community.



Right to appeal

Wallara will, in communicating the outcome of a complaint:

- Advise the complainant of details of how to request a decision be reviewed or appealed where the outcome is not satisfactory to them; and
- Advise complainant of external bodies available if they are not satisfied with the outcome of a complaint.

Communication

Wallara will contact the person making the complaint within 5 working days of the complaint being received, and Wallara will attempt to resolve complaints within 28 days.

Wallara will contact the complainant after the complaint has been finalised to:

- Advise the outcome of the complaint;
- Check that there are no longer any matters of concern; and
- Inform them of any changes to Wallara's practices as a result of the complaint.

Definitions

Complaint	An expression of dissatisfaction that arises out of Wallara's provision of a disability service (or failure to provide a service) for which a response or resolution is explicitly or implicitly expected. (Complaints may also be from Wallara customers) (A "Complaint" here is not a Whistleblowers complaint which is covered in a separate policy, see 06.02 Whistleblowers Policy and Procedure).
Feedback	An opinion regarding performance in a particular area. Feedback may be positive or negative. (Feedback may also be from Wallara customers)
Complainant	A client (including supported employees), client's natural support network, advocate, entity, customer or member of the public who expresses their dissatisfaction about an organisation to either the organisation itself or an external body.
Customer	Person or organisation that could or does receive a product or a service from Wallara.

Relevant Legislation and Standards

- The Disability Act 2006
- Charter of Rights and Responsibilities Act 2006
- NDIS Act 2013
- NDIS Core Practice Standards
 - Governance and Operational Management
 - Feedback and Complaints Management
- NDIS Complaints Management and Resolution Rules 2018
- ISO 9001:2015
- ISO 45001:2018

Related Documents

- 01.10 Whistleblowers Policy and Procedure
- 01.11 Feedback and Complaints Procedure



Date Created	Date Approved	Date Revised	Version control	Approved By	Amendment details
	29.07.2024		1	The Board	Supersedes Complaints Management and Resolution Policy; Complaints Policy Statement
		16.05.2025	1.1	SM QS	Moved to new template and updated numbering



Feedback & Complaints Policy – Easy Read

At Wallara we welcome your feedback about our services – both good and bad.

We take all complaints seriously and your feedback helps us to make Wallara better.

Who can make a complaint or give feedback?

Wallara can receive complaints or feedback from anyone including:

- People we support - clients
- Parents, family members and friends
- Advocates and support people
- Members of the community.

It is your right to make a complaint.

What can I complain or give feedback about?

You can complaint or give feedback about any part of Wallara's services, including:

- The way we have spoken with you
- Whether we have listened to you
- The way we have responded to your feedback
- Whether we have treated you fairly and with dignity and respect
- The way we have given our services to you
- Wallara's buildings and homes
- Any staff member
- About other people supported by Wallara
- Anything else that upsets you or that you are unhappy about with Wallara.

If you have a concern or question about Wallara, it would be good if you to speak to your Wallara Support Coach or Manager or Wallara Quality Team to see if your problem can be fixed quickly.

How do I make a complaint or provide feedback?



When making a complaint, please give us as much detail as you can about what it is that you are unhappy about, and how you would like the Complaint fixed.

Our staff can help you to make a complaint. They can also connect you to an advocacy or support services to help you.

What will Wallara do when I complain or give feedback?

It will be treated as private.

We will talk to and let you know what happens now.



In most cases we will chat about your problem. You can have someone to help you.

Wallara will not treat you differently.

Once we have finished looking into your complaint or feedback, we will talk to you about what we found out and how we plan to act.

Where else can I make a complaint or give feedback about Wallara?

You can also talk to the NDIS Quality & Safeguarding Commission by phone 1800 035 544 or online at www.ndiscommission.gov.au.

This includes if you want information, support, and advice or when you are unhappy with the way we have handled your complaint.



**NDIS Quality
and Safeguards
Commission**



1800 035 544

9am to 5pm local time, Monday to Friday.
Excluding public holidays.

For supported employees working within an Australian Disability Enterprise, you can also contact the Complaints Resolution and Referral Service on 1800 464 800 or online at <https://www.jobaccess.gov.au/complaints/crrs>