

## Internal Complaints Review Process

If you do not feel that the complaint process has been handled appropriately you have the right to ask for it to be reviewed. This will be handled by the Chief Executive Officer or the Director of People & Culture. They will be known as the Reviewing Officer.

The Reviewing Officer has the ability to re-investigate the complaint or parts of the complaint. Time frames will be discussed with you.

If you are still not satisfied with the outcome of the investigation you have the right to refer your complaint to an external person or body to review the complaint.



PLEASE NOTE The Paraplegic & Quadriplegic Association of South Australia Ltd must refer complaints in relation to criminal offences e.g. rape, assault, significant client abuse, misappropriation of funds to the SA Police and the DHS Incident Management Unit as per bulletin 110 circulated July 2018.

For further information in relation to complaints handling contact your Coordinator, Client Service Officer or Team Leader or visit our website [www.pqsa.asn.au](http://www.pqsa.asn.au)

## External Review Process

You have the right to make complaints about PQSA to various external agencies, including:

### NDIS Quality and Safeguards Commission

Tel. 1800 035 544

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### National Disability Abuse and Neglect Hotline

Tel. 1800 880 052

(call SAPOL on 000 in an emergency)

### HCSCC - Health and Community Services Complaints Commissioner

Tel. (08) 8226 8800 (general enquiries)

Country 1800 232 007

### Disability Advocacy & Complaints Services of SA (DACSSA)

Tel. (08) 8297 3500

Country 1800 088 325

The Paraplegic & Quadriplegic Association of South Australia Ltd

ACN 644 670 977 / ABN 92 713 327 348

Ground Floor, 225 Greenhill Road, Dulwich, SA 5065

[www.pqsa.asn.au](http://www.pqsa.asn.au)

[www.homecareplus.asn.au](http://www.homecareplus.asn.au)

Email [info@pqsa.asn.au](mailto:info@pqsa.asn.au)

Follow us!    

Telephone (08) 8355 3500 Fax (08) 8355 3511

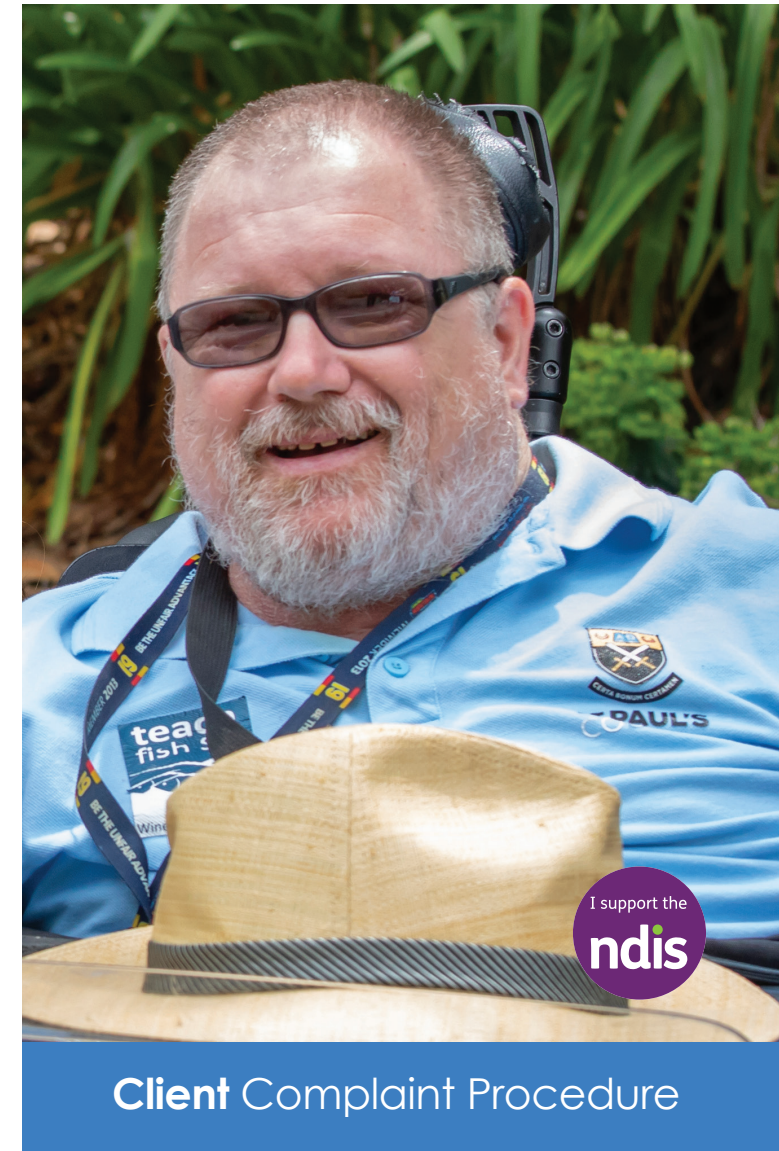
TOLL FREE 1800 063 419



Approved to provide services under state and federal disability funding schemes, including NDIS.



Nov 20



## Client Complaint Procedure



[www.pqsa.asn.au](http://www.pqsa.asn.au)  
[www.homecareplus.asn.au](http://www.homecareplus.asn.au)



## COMPLAINTS MANAGEMENT

### Collaboratively Resolving Problems

The Lifestyle Support and HomeCare+ divisions of The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) are committed to delivering quality services that are responsive to the needs of their clients. But they need feedback from you.

No one likes complaints but they are a valuable source of feedback and an important tool to help improve services and determine staff training and development.

Clients are encouraged to raise and have resolved, any complaints they may have regarding PQSA, its workers or the services it provides without fear of retribution.

## Why complain?

**Complaints are an opportunity to:**

- Provide feedback
- Resolve your concerns
- Make services safer and better for everyone

All complaints will be recorded on the Complaints Management Register and reported to the Management Team and the Board.

**PQSA will ensure that all clients making a complaint are:**

- Treated with dignity and respect
- Without discrimination

**All clients will:**

- Be encouraged to participate in the complaints process
- Have their privacy and confidentiality maintained without compromise



All parties involved in a complaint will be afforded natural justice and procedural fairness in the handling of a complaint by:

- Ensuring that all parties to a complaint are aware of what to expect during the complaint handling process
- Providing all parties with equal opportunity to participate in the process
- Providing reasons for decisions made

## Internal Complaints Process

**If you have a complaint:**

1. Contact your Coordinator, Client Service Officer or Team Leader. They will listen to you and discuss your complaint with you.
2. You are encouraged to submit your complaint in writing (a copy of a simple form can be found on the PQSA website). In instances where it is not possible for you to write your complaint, your Coordinator, Client Service Officer or Team Leader will assist you and a Record of Complaint will be created for you.
3. The complaint will be referred in writing to a Manager/Supervisor of the service under which your services are managed.
4. The Manager/Supervisor will be responsible for investigating the complaint and will be known as the Responsible Person.
5. The Responsible Person will contact you either in person or by phone as soon as they receive the complaint.
6. The Responsible Person will listen to the issues and concerns you raise.
7. Some complaints can be resolved immediately and do not require further investigation. Others require an investigation which can take time. These time frames will be discussed with you and you will be kept informed of all outcomes in a timely manner.