



Complaints Policy

Purpose

Therapy Hive values complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services. Complaints are an important source of information and are used to improve our services wherever possible.

This policy supports Therapy Hive to apply the National Standards for Disability Services, in particular Standard 4: Feedback and Complaints.

Scope

This policy applies to all complaints about Therapy Hive and its services made by or on behalf of customers (including supported employees), their family, carers, advocates and/or members of the general public.

Objectives

- Outline procedures for an expression of dissatisfaction with any aspect of Therapy Hive services.
- To work towards a resolution of a complaint with Therapy Hive
- To ensure legislative requirements are met

Principles

- Everyone has the right to complain.
- People making complaints should be supported to access complaints processes.
- Complaints processes should be sensitive to any cultural requirements.
- Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability.
- Complaints identify risks to people with disability but also visitors and staff, and support Therapy Hive to meet its occupational health and safety obligations.
- Complaints identify opportunities for Therapy Hive to continuously improve its services.

Procedure Detail

While Therapy Hive strives to meet people's expectations, mistakes do happen. Therapy Hive and staff are committed to creating and maintaining a positive complaint management environment that encourages feedback and complaints, so that we can improve our services to our clients.

Therapy Hive endeavors to manage and investigate complaints through to resolution, with a view to:

- Empower customers
- Restore and strengthen relationships with customers
- Maintain and strengthen the reputation and satisfaction with Therapy Hive services
- Use feedback and complaint information to strengthen and improve Therapy Hive services
- Therapy Hive is committed to:
- Provide support to all staff to understand their respective roles and responsibilities in addressing complaint management and resolution

- Reassure a person raising a complaint it is done with confidence at any level of the organisation without fear or retribution
- Provide complainants the appropriate support to raise a complaint
- Keep complainants included and informed throughout the complaints investigation process
- Take appropriate action in relation to the issues raised; and focus on improvement

If you have feedback or a complaint please contact us at Therapy Hive hello@therapyhive.com.au or phone us 0407 129 164.

Definitions

Allegation – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.

Concern – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

Complaint – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate or someone is at risk.

Serious Complaint - process is required for legal and contractual purposes when a complaint is about a serious incident

Legal action may result;

- There is an allegation of physical, financial, sexual, or emotional abuse or neglect of a customer/supported employee by an Therapy Hive staff member
- The action of a Therapy Hive staff member or customer/supported employee may result in death or serious injury to another person
- The complaint may have an impact on the reputation and services of Therapy Hive as a whole; and/or
- Action by a staff member breaches any of the National Standards for Disability Services (NSDS), the NDIS Rules, Activ's Code of Conduct, or their employment contract.

Related policy and procedures

- [NDIS Code of conduct](#)
- [Working with Children and Young Children Code of Conduct for DHS](#)

Related legislation and policy

- [Carers' Recognition Act 2005 \(SA\)](#)
- [Disability Services Act 1993 \(SA\)](#)
- [National Disability Insurance Scheme Act 2013](#)
- [United Nations Convention on The Rights of Persons with Disabilities](#)
- [United Nations Convention on The Rights of the Child](#)

Authorised by:

Linda Wild – Director

Date of Issue: 25th May 2022

Review Date : 25th May 2023