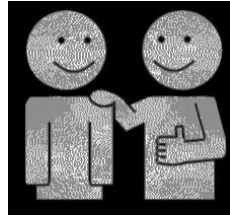




**interaction**  
empowering people

## Complaints and Compliments Policy

Interaction loves to receive compliments.



Everyone has the right to complain if they are unhappy.



Interaction aims to resolve any complaints.



Everyone has the right to provide both positive and negative feedback.



Approved by: \_\_\_\_\_

Page 1 of 10

Interaction Disability Services Ltd Policy  
Approved: June 2021

Review Date: June 2024

Version 4

This policy is current at the time of printing (Tuesday, 22 June 2021). Please refer to the Policies drive for the current policy version.

Interaction thinks the best way to resolve a complaint is to have a chat about the problem.



Interaction welcomes all types of feedback.



All complaints will be kept confidential.



All complaints will be treated seriously and with respect.



All complaints will be resolved as soon as possible.



Approved by: \_\_\_\_\_

If you are unhappy we will all work together to fix the problem. We will also let the manager know.



Interaction can help you get extra support to make a complaint such as an advocate.



Any staff can help you if you want to make a complaint.



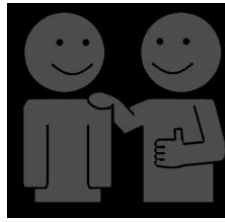
When you first come to Interaction you will receive information on how to provide feedback.



Approved by: \_\_\_\_\_



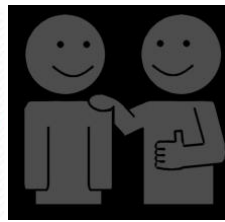
Interaction will keep a copy of all compliments and complaints.



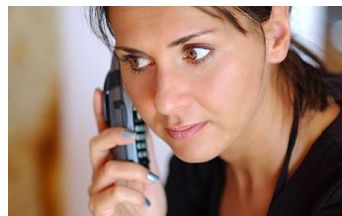
Interaction will help you understand how to make a complaint or give a compliment .



Interaction has a Stakeholder Engagement Committee made up of participants, family, staff and Board representatives.



Everyone has a right to say how, when and where a complaint can be made.



Complaints will be accepted in lots of different ways.



Approved by: \_\_\_\_\_

Staff can help you fill out Interaction's complaint and feedback forms.



Everyone has the right to access an external complaint agency if they don't want to talk to Interaction first about a complaint.



**NDIS Quality and Safeguards Commission**

Interaction will make sure only a small number of people know about the complaint



All staff must keep your complaint confidential unless the law says they have to tell the police or your guardian. We will talk to you about this first.



You have the right to choose someone to help you make a complaint and to support you through the process.



Approved by: \_\_\_\_\_

If a child or young person would like to make a complaint, their parent or someone they trust can help them.



You will not be in trouble for letting staff know you are unhappy and wish to make a complaint.



Interaction does not need to know your name if you have a complaint.



When you make a complaint, staff will ask whether you have:



1. Had a chat with the person to try and fix the problem



Approved by: \_\_\_\_\_

Page 6 of 10

Interaction Disability Services Ltd Policy  
Approved: June 2021

Review Date: June 2024

Version 4

This policy is current at the time of printing (Tuesday, 22 June 2021). Please refer to the Policies drive for the current policy version.



2. Want to make a formal complaint



Staff will ask:



1. What you want fixed



2. Who you want to manage the complaint



3. How often you want to receive feedback and how the process is going



Approved by: \_\_\_\_\_

Page 7 of 10

Interaction Disability Services Ltd Policy  
Approved: June 2021

Review Date: June 2024

Version 4

This policy is current at the time of printing (Tuesday, 22 June 2021). Please refer to the Policies drive for the current policy version.

4. Are you happy to provide more information if needed



Interaction will:



1. Let you know they got the complaint.



2. Let you know how long it will take to respond to the complaint (around 2 weeks or longer if the matter is complicated).



3. Let you know who is handling the complaint.



Approved by: \_\_\_\_\_

Page 8 of 10

Interaction Disability Services Ltd Policy  
Approved: June 2021

Review Date: June 2024

Version 4

This policy is current at the time of printing (Tuesday, 22 June 2021). Please refer to the Policies drive for the current policy version.



4. Keep you up to date on a regular basis.



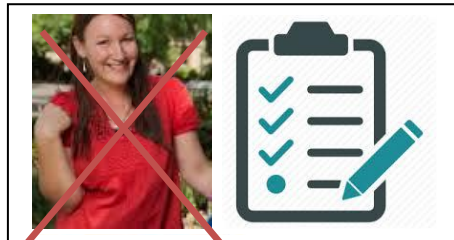
Interaction will not change the service you receive because you have made a complaint unless you ask them to.



OR



If the complaint is about a specific staff member, that person will not work on the complaint.



Interaction will write down the steps made during the complaint handling process.



Approved by: \_\_\_\_\_

Page 9 of 10

Interaction Disability Services Ltd Policy  
Approved: June 2021

Review Date: June 2024

Version 4

This policy is current at the time of printing (Tuesday, 22 June 2021). Please refer to the Policies drive for the current policy version.

Interaction will try different ways to resolve the complaint.



Sometimes you may not be happy with the outcome of your complaint.



If you are unhappy with how your complaint was handled we can find someone independent to help us chat together about it.



Approved by: \_\_\_\_\_