

# Julia Farr group



## POLICY

|                              |   |
|------------------------------|---|
| <b>Policy Number</b>         | <b>A6.2</b>                               |
| <b>Policy Title</b>          | <b>Complaints</b>                         |
| <b>Policy Classification</b> | <b>Feedback, Planning and Improvement</b> |

### 1. PURPOSE

The aim of this policy is to ensure that Julia Farr group has a complaints management system that manages and resolves complaints and appeals fairly, efficiently, and effectively.

This policy will support JFg to investigate and resolve complaints and feedback in a manner that facilitates:

- Effective management of a complaints and feedback register, ensuring that they are recorded, considered, resolved, and monitored,
- Utilising information received through the process to deliver improvement and business continuity,
- Taking all reasonable steps to investigate and resolve complaints within 30 days upon receipt of complaint,
- Ensure the existence of a procedure through which customers, supporters, members of the community and our people can communicate any complaints regarding Julia Farr group's functioning or operations.
- Establish the principles that are to govern Julia Farr group's response to complaints.
- Ensure that all staff are aware of the content of this policy and underlying procedures.

### 2. SCOPE

This policy relates to all Julia Farr group employees, relating to all complaints received from external parties and provides an overarching direction for managing and resolving complaints and feedback when received.

### 3. DEFINITION

'Julia Farr group' refers to Julia Farr Association (trading as JFA Purple Orange), Julia Farr Housing Association (trading as inhousing and including Stretchy Tech) and the Julia Farr MS McLeod Benevolent Fund, and all auspiced arrangements involving employees and office of entities within the Julia Farr group.

### 4. PRINCIPLES

The following principles will guide the Julia Farr group's development of this policy, to the extent that is reasonable and practical:

- Julia Farr group meets its obligations as a good socially minded organisation,
- Julia Farr group meets statutory and regulatory standards,
- Julia Farr group will do everything it can to ensure people living with disability are safe and treated fairly and respectfully,

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- Julia Farr group is committed to conducting business and delivering services in a fair, transparent, accountable, and impartial manner.
- Julia Farr group is committed to the wellbeing, inclusion, safety, and quality of life of people living with disability.
- Julia Farr group is committed to upholding people's privacy and confidentiality, including that of persons or organisations named by a complainant.

## 5. POLICY

Julia Farr group welcome complaints from people living with disability, their families, their supporters, and other people with an interest in our work.

- We see complaints as an opportunity to improve what we do,
- We aim to make it as easy as possible for people to get their complaints to us and will support people to do this,
- We respond without undue delay and aim to resolve complaints as quickly as possible,
- We demonstrate that we have made any agreed changes,
- We respect the right to confidentiality throughout the process. In addition to respecting the complainant's confidentiality, this means the complainant is not permitted to access the private and confidential information of another person or organisation,
- People making a complaint will not be treated differently as a result of doing so,
- There are no fees or charges associated with making a complaint to the Julia Farr group,
- Where possible, there will be continuity of staff dealing with the complaint,
- We follow up with people on their experience with our complaints system,
- Termination of a service is not in itself a complaint unless it is accompanied by a complaint.

## 6. RISK

The absence of a JFg Complaints Policy could mean that JFg is places at greater risk of:

- not upholding and acknowledging the rights of those assessing and/ or utilising JFg services; and not complying with the National Disability Insurance Scheme, and National Regulatory System for Community Housing legislative responsibilities; or
- failing to engage in early intervention and prevention strategies to:
  - help participants where possible; and
  - mitigate any risk of unwarranted antisocial behaviour within the community.

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## 7. EXTERNAL AUTHORITIES

Julia Farr group will ensure that the complainant is aware of the following external authorities:

- The National Regulatory System for Community Housing (NRSCH) investigates complaints that raise concerns about a registered community housing providers compliance with the regulatory code. Complaints can be submitted using the [NRSCH online complaint form](#).
- The National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission are responsible for regulating NDIS providers. Staff can give the complainant a NDIS complaints fact sheet and advise that a complaint can be submitted to the NDIS Commission by:
  - o Phoning: 1800 035 544 (free call from landlines) Interpreters are available upon request.
  - o National Relay Service and ask for 1800 035 544.
  - o Completing an [NDIS Complaint Contact Form](#).
- The South Australian Civil and Administrative Tribunal (SACAT) can review decisions made by community housing providers under the Community Housing Providers (National Law) (SA) Act 2013. Refer to [SACAT](#) website for what community housing provider decisions SACAT can review.
- Ombudsman SA: <https://www.ombudsman.sa.gov.au/>

## 8. ROLES AND RESPONSIBILITIES

| Position | Role and Responsibility   |
|----------|---|
| Workers  | All employees working for Julia Farr group have a responsibility to ensure compliance with this policy and to recognise a complaint in a supportive manner and seek line support advise throughout the process. |
| Managers | To take appropriate action to resolve breaches in a timely manner and support staff to be aware of, and act in accordance with this policy.   |

## 9. RELATED POLICIES

[Privacy Policy](#)

[Disclosure of Abuse and Neglect Policy](#)

[Accident, Injury, Incident, Hazard Reporting and Investigation Policy and Procedure](#)

[Confidentiality Procedure](#)

[Complaints Procedure](#)

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## 10. CHANGE HISTORY

| Version | Effective Date | Significant Changes  | Custodian      |
|---------|----------------|--|----------------|
| V1.0    | April 2015     | Formatted onto current template  | Administration |
| V2.0    | January 2020   | Formatted, reviewed and amendments made                                      | Cat Morgan     |
| V2.1    | November 2020  | Amendments to text   | Robbi Williams |
| V2.2    | February 2023  | Addition of risk and reference to external authorities, amendments to policy | Lauren Stacey  |

|                   | NAME           | TITLE                                  | SIGNATURE  | DATE          |
|-------------------|----------------|--|--|---------------|
| <b>Author</b>     | Lauren Stacey  | Business Continuity,<br>Service Leader |  | February 2023 |
| <b>Authoriser</b> | Robbi Williams | Chief Executive Officer                |  | February 2023 |

|                        |               |
|------------------------|---------------|
| <b>Effective Date:</b> | February 2023 |
| <b>Review Date:</b>    | February 2024 |