

Information Brochure

How to Make a Complaint

Quality Living and Support Services welcomes complaints and feedback. This is to ensure we provide you with a Quality Services.

The following information is to guide you on how to make a complaint or provide feedback to Quality Living and Support Services and how we will handle your complaint.

How You Can Make a Complaint:

If you wish to provide feedback or make a complaint to Quality Living and Support Services you can do so by:

In-Person: Completing a QLSS Complaint Form and Handing it to an Employee

Phone: 0455 789 887 or 0417 343 903

Email: admin@qlss.com.au

Post: P.O. BOX 4079, KIRWAN, QUEENSLAND 4817.

Online: www.qlss.com.au - Navigate to **Contact Us Section**

NDIA Quality and Safeguards Commission: 1800 800 110

You are welcome to provide feedback or complaints with the support of their family, friends or formal/informal guardians. You may also wish to engage an advocacy service. Quality Living and Support Services can help you with this as well.

Queensland Aged and Disability Advocacy Inc. (07) 3637 6000

How Your Feedback or Complaints will be Handled:

When we receive your feedback or complaint, Quality Living and Support Services will immediately contact you to tell you we have received your feedback or complaint and make sure we have all the right information about the feedback or complaint from you. If you provide your feedback or complaint anonymously (which is your right to do so) please note we may not be able to contact you.

1. At this time A senior employee of Quality Living and Support Services who does not work in the area where your feedback or complaint has been made against, will lead the complaint resolution they will;
 - a. Contact you and **acknowledge** the complaint and advise you of our process for handling your feedback or complaints; and
 - b. advise you, the senior employee will be the point of contact for you and will update you about the progress of the complaint and provide you with their contact details.

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- c. The senior employee will complete, with you the details of the QLSS Complaint Form if you haven't completed this already.
 - d. They will ask you what a good outcome would be for your complaint.
2. The senior employee will then assess your feedback or complaint identifying:
- a. If the complaint is related to a 'people' issue, if so, what?
 - b. If the complaint is related to a 'conduct' issue, if so, what?
 - c. If the complaint is a 'systemic', 'administrative' or 'process' issue if so, what?
 - d. If the complaint is about 'Abuse', 'Neglect', 'Exploitation' issue, if so, what?
 - e. If the complaint is about a 'Criminal or Police' issue, if so, what?
 - f. If the complaint is about any issue not mentioned here

If your complaint is about Abuse, Neglect, Exploitation or a Criminal Matter, Quality Living and Support Services Executive will be notified immediately. We may also contact the Queensland Police Service as well as the NDIA Quality and Safeguards Commission as required by law.

3. After assessment of your complaint the following shall be determined:
- a. Is your complaint a NDIA Reportable Incident or Critical Incident, or a QLSS Internal Incident?
 - b. Can your complaint be resolved by a return phone call/meeting and an apology or quick remedial action i.e. refund or immediate action on a minor matter?
 - c. Does your complaint require investigation?
 - d. Are there any special considerations with regards to your complaint such as, you have asked for your identity to be withheld or there are sensitive or confidential information that needs to be safeguarded?
 - e. A plan developed (with you) to resolve your complaint.
 - f. You will be contacted to advise you of the next steps.



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4. If an Investigation is required, Quality Living and Support Services will ensure:
 - a. An investigation is conducted with *Impartiality, Confidentiality* and *Transparency*.
 - b. In accordance with the principles of natural justice.
 - c. In accordance with the principles of procedural fairness.
 - d. Records shall be kept of the investigative process.
 - e. You will be contacted throughout the process to keep updated on the investigation progress, but we won't tell you the specifics of the investigation if it breaches someone else's privacy or confidentiality.
 - f. An outcome report and recommendations for resolution will be completed.

5. Response:

The Quality Living and Support Services Senior Employee leading the complaint shall deliver the complaint investigation results to you in the manner the you find most comfortable i.e. in a face to face meeting (with support persons present), via phone or other communications methods.

The **answer** (results) to the complaint will advise you why something has or has not happened, or why a decision was made. Our answers to you will include a clear explanation that is relevant to your concern raised.

Quality Living and Support Services, will ask you how you would like to be appropriately involved in the resolution of the complaint (**action**), and a plan will be developed with you, this will include:

- What will be done.
- Who will do it.
- When it will be done.
- How the progress of the complaint actions and implementation will be overseen.

At the conclusion of the response meeting, you will receive a written formal response from Quality Living and Support Services detailing what has taken place, how you were involved, our response and the resolution actions determined with you and will include our **apology** to you.

No Disadvantage for Making a Complaint:

Quality Living and Support Services is committed to welcoming feedback and complaints, as a result we assert that no client will be disadvantaged in any way, for providing feedback or making a complaint.

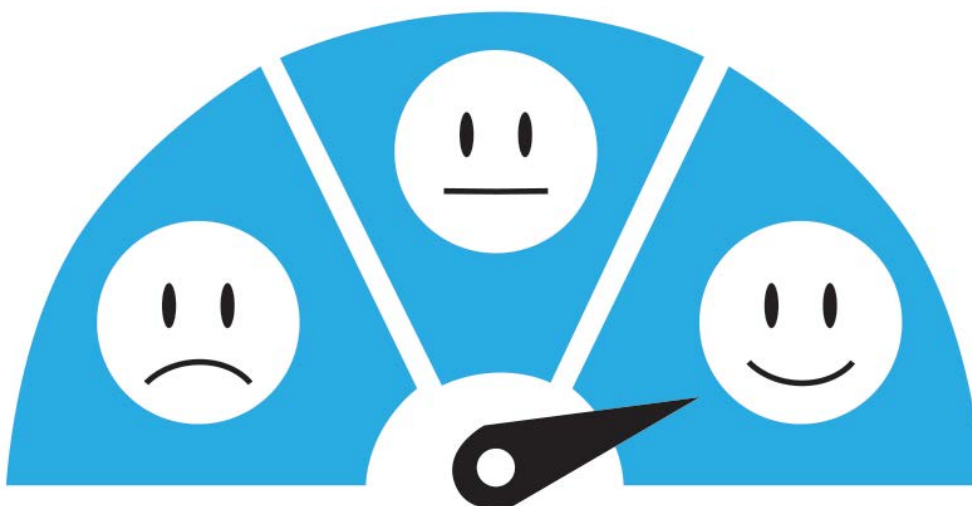
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6. Follow up:

At the conclusion of the response meeting we will ask you what you consider is an appropriate time to follow up with you again in the manner you request us, to:

- a. See how you are going after the complaint.
- b. Offer you any further support, if required and appropriate.
- c. Provide you with a progress update on the resolution(s) actions.
- d. Ask you if we can close your feedback or complaint.



Quality Living and Support Services will store and keep records of all complaints for 7 years, as per the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018. s 9(1)