

Complaints Handling Charter and Advocacy Support

Impactful Solutions

About Complaints

The Complaints Handling Charter supports Clients, Carers, Stakeholders and other individuals who connect in any way with Impactful Solutions to make a complaint or provide feedback. Under this Charter Impactful Solutions recognises the rights of all people to lodge a complaint or provide feedback about any aspect of our services.

Impactful Solutions upholds the rights of people to be treated with dignity and respect, and to be free from any form of violence, abuse, neglect, exploitation or discrimination. We will investigate any complaint in relation to the alleged violence, abuse, neglect or exploitation of a client and will ensure that all reporting obligations are followed.

Do you have a complaint or some feedback?

If yes, please tell us.

In the first instance we would encourage you to talk to the person who normally provides you with a service – Impactful Solutions aims to resolve complaints locally and quickly.

If you are not comfortable with that you can tell us about your concern in another way. This can be online, by phone, having a meeting, writing to us or completing a form. Depending on what you tell us we may be able to resolve the matter with a local manager or we may appoint someone not connected to the services to investigate your complaint. Information on how to make a complaint is below.

What should you tell us?

The more information you can tell us the better.

- Your name, address and the best way to contact you.
- The details of your complaint e.g. what happened? When and where? Who was involved?
- If you have already discussed your complaint with us, the details of the person from Impactful Solutions that you spoke with.

Copies of any documents relevant to your complaint.

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- What is the outcome you want? For example: are you seeking information, are you seeking an apology, etc.

How will we handle your complaint?

We will take the following steps:

- Acknowledge your complaint and resolve the matter as soon as possible. There are timelines we try and work to and these are based on the complexity of your complaint.
- Treat you with respect and your information in line with our Values and Privacy Policy.
- Make sure we have all the information we need from you and then investigate your complaint by talking to other relevant people and reviewing relevant information to help resolve the matter.
- Keep you informed about the progress of the complaint, and, as is appropriate, what we will do to prevent it from happening again.
- Let you know the outcome of your complaint and, as is relevant, the reasons behind the outcome.
- Record the details of your complaint on our secure, online record management system.

Aims

Our complaints and feedback management and resolution process aims to:

- increase service delivery and satisfaction levels resulting in improved outcomes for clients
- maintain and foster positive relationships with clients and stakeholders
- prevent the escalation of issues
- identify trends and opportunities for improvement within Impactful Solutions.

We endeavour to provide a values-based approach where the principles for complaint and feedback management and resolution are aligned with our values.

Our Complaints and Feedback Principles

- **Connecting Clearly:** We believe in talking openly and honestly when dealing with complaints or feedback, and we won't let anyone get back at others for speaking up.
- **Keeping It Simple:** We want it to be easy for you to share complaints or feedback. We like to learn from what you tell us and use it to get better.

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- **Being Brave:** We encourage everyone, including you, to speak your mind. And don't worry, we'll keep what you say private and make things right if something's not okay.
- **Treating Everyone Right:** When we deal with complaints or feedback, we promise to be fair and treat everyone with respect. We'll be clear about what we're doing and do it the same way every time.
- **Getting Things Done:** If you have a complaint, we're here to listen. We'll say we heard you, check things out, and fix what needs fixing – all as quickly as we can.

Your rights

When you make a complaint to Impactful Solutions, you have the right:

- To know the steps by which your complaint will be handled and kept informed during the process.
- To seek a review if you are not in agreement with the outcome. This may be done by escalating the matter within Impactful Solutions or to an external body, e.g. the NDIS Quality and Safeguarding Commission or the relevant State Ombudsman.
- To seek legal advice.

What else you need to know

Someone else can make a complaint on your behalf; however, we may still need to contact you directly.

You can make an anonymous complaint; however, not being able to discuss the complaint with you may limit our ability to improve and/or fix the cause.

We will do our best to protect your identity, but please bear in mind that, through the course of our investigation, your identity may become apparent to us.

We may ask for your help in the course of handling your complaint.

Our process also complies with all legislative and regulatory requirements.

Contact us

The ways for making a complaint to Impactful Solutions are:

- Email: admin@impactfulsolutions.com.au
- Online: <https://bit.ly/kicomplaintform> *You can submit a complain anonymously here if you like

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About Advocacy

Impactful Solutions acknowledges that advocates can provide valuable assistance to the people we support in decision-making and promoting individual rights, interests, and well-being.

At Impactful Solutions we:

- promote and protect individual rights including freedom of expression, independence, and informed choice.
- support individuals to exercise these rights;
- facilitate opportunities for individuals to make choices and have stronger voices, maximising independence relating to the supports and services Impactful Solutions provide.
- provide support that enables individuals to make decisions about how and when they access advocacy services
- assist individuals to access an advocate as needed or requested.
- respect an individual's choice of advocate
- work with the individual and their advocate to ensure that the individual's needs, preferences, and interests remain at the focus of our service design and delivery.
- keep updated information and resources about advocacy services to ensure that the individuals we support are offered appropriate advocacy services as required.

More information

Impactful Solutions does not provide advocacy support, however we can help you access advocacy services. If you wish to access an advocate, please talk to your local staff, or contact the relevant advocacy service in your local State or Territory listed below:

- **ACT:** Disability, Aged and Carer Advocacy Service Inc (02) 6242 5060.
- **NSW:** Intellectual Disability Rights Service (02) 9318 0144, Multicultural Disability Advocacy Association of NSW (02) 6891 6400 or 1800 629 072.
- **NT:** Ombudsman for the Northern Territory (08) 8999 1818.
- **QLD:** Qld Aged and Disability Advocacy Inc. (07) 3637 6000.
- **SA:** Citizen Advocacy South Australia Inc (08) 8410 6644, Disability Advocacy and Complaints Service (08) 8297 3500.
- **TAS:** Speakout 0362312344, Advocacy Tasmania 1800 005131.
- **VIC:** Disability Advocacy Resource Unit (03) 9639 5807.
- **WA:** Citizen Advocacy Perth West Inc (08) 9322 5999, Ethnic Disability Advocacy Centre (08) 9388 7455.

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	The signatory (lead Executive) is accountable to implement, maintain and monitor appropriate systems to achieve the objectives of this document.		
BUSINESS PORTFOLIO	Specialised Behaviour Support		
CONTACT FOR QUERIES	Director		