

Alison Marriott, Speech Pathologist

Complaint Management and Resolution System

Authorised by	Alison Marriott, Speech Pathologist
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Description	This policy sets out the principles, objectives and responsibilities for Marriott Speech Pathology to manage Complaints as they may arise

1.1 Introduction

Persons with disability including communication difficulties may face multiple barriers to making a complaint about their support or services. These include lack of experience asserting their rights as consumers, fear of retribution, negative experiences with complaints systems (including not being believed) and difficulty communicating what happened without support. Additionally, in the case of violence, neglect and abuse, people can face substantial barriers to making a complaint.

Feedback provided can be used by Marriott Speech Pathology to drive change and improvements in the service provision.

Policy

The Marriott Speech Pathology Complaint Management and Resolution System will:

- Support all clients (including NDIS participants) to understand their rights and what they should expect of providers
- Supports clients to have the confidence to complain when they face issues
- Enable other stakeholders (such as advocates and workers) to make complaints and ensure issues can be addressed when persons with a

disability are unable or unwilling to make a complaint,

- Support the resolution of complaints when possible and provide an escalation pathway where required,
- Enable the identification of systemic issues and drive improvements (including by providers reporting on complaints).
- Identify and report on any complaints or issues that are reportable (as per the Incident Management and Reportable Incident System Policy and Procedure document).

Procedure

1.0 All clients and NDIS participants receiving services from Marriott Speech Pathology will be provided with information regarding the Complaint Management and Reportable incident system when they commence services (See Appendix 4: Sample Letter).

Information will also be available on <http://www.marriott.cc> and at Kensington Osteopathy, 291 Kensington Road, Kensington Park S.A. 5068.

Complaints may be received via telephone, in writing, electronic mail (e-mail) or in person by the client, client advocate or client's representative in person by a member of staff of Marriott Speech Pathology and/or anonymously.

1.1 When a complaint is received and/or an incident which needs to be reported is identified, any supports required to facilitate communication and participation by the participant (e.g. supports in languages other than English, braille, audio recording and/or AAC options) will be identified and all reasonable steps taken to have these available.

- 1.2 All reasonable steps will be taken to ensure that:
 - A person who makes a complaint, or a person with a disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint
 - Information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstance
 - Clerical Staff at Marriott Speech Pathology will be trained to refer client complaints in a polite, prompt, consistent, positive and constructive manner.

- 1.3 The Complaints and Incidents Record document will be completed by the person who initially receives the complaint.
- 1.4 Complaints will be referred to Philip Marriott, Administrator within 24 hours of receipt.
- 1.5 Philip Marriott, Administrator (or delegate) will ensure appropriate support and assistance is provided to any person who wishes to make, or has made, a complaint. This may include facilitating communications in languages other than English, or the use of a communication support such as AAC or braille using available publicly funded options. The person receiving the complaint or reporting the incident may assist the client to complete the form, for example by writing the details on the complaint form as verbalised by the client/ their representative.
- 1.6 Documentation or a record of the person's agreement with the report should be gained e.g. by signing the document, or video-recording verbal agreement, or videoing the persons non-verbal responses.
- 1.7 Once a client has given an indication of an issue/concern, there will be an immediate attempt to determine the exact nature of the concern/problem and where possible correct or resolve the issue.
- 1.8 If a concern/problem cannot be resolved immediately, and/or the client or their representative is not satisfied with the outcome, Philip Marriott, Administrator (or delegate), will provide the client with the Complaint Brochure (Appendix 4). This will provide the client with the process for making a complaint and options available to them. If they would like to proceed, the person making the complaint will be provided with a Complaint Form (Appendix 1).
- 1.9 Philip Marriott, Administrator (or delegate), will:
 - Provide the person with an acknowledgment of the complaint (refer Appendix 2 Acknowledge Receipt of Complaint) within 5 business days of receiving the complaint,
 - Record the complaint on the Complaints Register (refer Appendix 7),
 - Assess and investigate the complaint,

- Ensure that procedural fairness is afforded to all involved in the complaint,
 - Complete the Complaints Action Form (refer Appendix 3)
Endeavour to resolve the complaint in a fair, efficient, and timely manner.
- Take appropriate action in relation to the issues raised in the complaint,
 - Report back to the client/their representative regarding the decision and the reason for the decision of the complaint ideally within 21 business days of receiving the complaint.
 - Provide appropriate support and assistance for the client/ their representative, to contact the Commissioner if they are not satisfied with the outcome of the complaint.
- 1.10 Philip Marriott, Administrator (or delegate), must ensure the person making the complaint is:
 - Appropriately involved in the resolution of the complaint; and
 - Kept informed of the progress of the complaint, including any action taken, the reasons for any decisions made, and options for review of the decision in relation to the complaint.
 - 1.11 Once a decision/outcome has been concluded (ideally within 21 working days), Philip Marriott, Administrator (or delegate), will contact the client and advise them of the decision and rationale behind this decision. If the client is satisfied with the outcome, Philip Marriott, Administrator (or delegate) must record the details on the Complaint Action Form, complete a client letter (Appendix 5: Outcome in Favour of Client), take a photocopy and post the original to the client. A copy of the letter with the other supporting documents should be filed in the Marriott Speech Pathology's Complaints folder and the Complaints Register should be updated as complete including the date.
 - 1.12 If the complaint is not resolved to the client's satisfaction, Philip Marriott, Administrator (or delegate), will advise the client that they have the right to contact the Commissioner of the NDIS Quality and Safeguards Commission or the Office of the Health Ombudsman. They should provide

the person making the complaint with the contact details for the relevant organisation.

- Philip Marriott, Administrator (or delegate), will also complete a client letter (Appendix 6), take a photocopy/scan and then post the original to the client. They must attach a copy of the letter with the other supporting documents and store this in the client's file. The letter will need to detail the reasons why the client is not satisfied with the complaint resolution proposal and should set out their expectations and desired outcomes for the dispute to be satisfactorily resolved.
Record the client's dissatisfaction with the complaint outcome on the Complaints Action Form and Complaints Register. File a copy of all the relevant documentation in the Complaints folder.

2.0 Documentation

- 2.1 Philip Marriott, Administrator (or delegate), will provide access to the information outlined in the Complaints and Management System to all clerical staff and all clients and participants and their families, carers and advocates.

3.0 Monitoring and Reporting Complaints

- 3.1 All records in regards to the Complaints and Management System must be kept for 7 years from the day the record is made.
- 3.2 It is important to record the complaints information on the Complaints Register to assist management in measuring effectiveness in a number of areas. The information can be used to:
 - identify and address recurring, or systemic issues,
 - identify training requirements, and
 - highlight product or internal control weaknesses, and
 - report information relating to complaints to the Commission, if requested.
- 3.3 Alison Marriott (or delegate), will analyse complaints data regularly to identify any trends in the complaints received by Marriott Speech Pathology and then make changes to policies and procedures as required to reduce

the possibility of repeat complaints.

Roles, Responsibilities, Compliance and Training of Staff

4.1 Alison Marriott is responsible for ensuring that clerical staff at Kensington Osteopathy understand the Complaints Management and Resolution System.

Complaint Management and Resolution System Review

5.1 Alison Marriott (or delegate) will review this Complaint Management and Resolution System regularly to ensure its effectiveness.

Referring Complaints to other agencies

6.1 Members of the public and the profession may make complaints about suspected breaches of the Association's Code of Ethics via the Speech Pathology Australia's National Office as outlined on the website <https://www.speechpathologyaustralia.org.au>. These complaints will immediately be referred to the Senior Advisor Ethics and Professional Issues or, in the event of the Senior Advisor Ethics and Professional Issues being unavailable, to the Association's Chief Executive Officer.

Complaints may be referred or the following agencies notified:

- Child protection agencies
- Work Health and Safety agencies
- Consumer Protection Agencies.

Appendix1 - Complaint Form

Marriott Speech Pathology Date: _____

Name: _____

Address: _____

Contact details:

Phone Email Details of Complaint (please attach copies of documents if applicable)

Has this matter been brought to our attention previously?: No / Yes

If Yes: To whom? _____ and when?

We will advise you of the outcome of your complaint with 10 working days.

Client's Name: _____

Client/ Representative Signature: _____

Representative Contact details: _____

(Please return this complaint form back to Marriott Speech Pathology
Administrator on philip@marriott.net.au or Philip Marriott P.O. Box 670 Montacute
S.A. 5134

Appendix 2 – Acknowledgement letter of receipt of complaint

Marriott Speech Pathology

(Insert date)

Addressee name: Address line one: Address line two: Address line three: Suburb
STATE Postcode:

RE: Subject Line

Dear

Re: Your complaint dated _____

Marriott Speech Pathology acknowledges receipt of your complaint
regarding

The management of Marriott Speech Pathology is concerned that you are
experiencing dissatisfaction and want you to know that this matter will be fully
investigated and you will be contacted again by _____.

At that time, you will be advised of the outcome of these enquiries or the
expected date for completion of our enquiries. In the meantime, should you
require further assistance or can provide Marriott Speech Pathology with further
information that may help to resolve your concerns, please contact
philip@marriott.net.au or Philip Marriott at P.O. Box 670 Montacute S.A. 5134

Yours sincerely

Name

Position Title

Appendix 3 - Complaint Action Form

Marriott Speech Pathology

Date: _____

Client Name:

Other details as per Client Complaint Form or client letter (attached) dated

Outline action taken to attempt to resolve the complaint (attach copies of documents if applicable)

Recommended action required

Completed By: _____

Administrator

Signature: _____

_____ Date resolved: _____

Resolved by: _____

Client advised of outcome: _____.

Appendix 4 - Complaints Management

At Marriott Speech Pathology, we strive to provide high quality services to our clients. Client feedback - both positive and constructive is an essential part of helping us to continue to grow quality services and when necessary, learn from our mistakes. We encourage your feedback by sending us suggestions to improve our service at philip@marriott.net.au

If you are dissatisfied with a service or are concerned about any aspect of care, we encourage you to let us know as soon as practicable so we can address it. If addressing it directly with Alison Marriott is not successful or not something you feel comfortable with, then please contact philip@marriott.net.au or Philip Marriott at P.O. Box 670 Montacute S.A. 5134

Wherever possible our aim is to resolve your concerns or problem when you first contact us.

If you are not satisfied and would like to make a complaint, Philip Marriott will provide a Complaint Form. This is merely so that he understands and accurately collects all of the details of your complaint or your area of concern.

He will complete the following steps in regards to our complaints process:

- 1) Provide you with an acknowledgement of receipt of your complaint;
 - 2) Keep you informed of the progress of the complaint, including any action taken, the reason for any decisions made and options for review of decisions;
 - 3) Keep you involved in the resolution of the complaint.
 - 4) Advise you in writing of the decision/outcome and the reason for the decision.
- If we are not able to resolve your complaint within 10 working days, we will keep you informed of our progress and how long we expect that it will take to resolve your complaint.

For a full copy of our Complaints Policy please ask or via at www.marriott.net.au

What to do if you are not satisfied with the outcome of your complaint

If you feel that your complaint has not been resolved to your satisfaction, we invite you to contact the Commissioner of the NDIS Quality and Safeguards Commission if an NDIS participant or with Ombusman SA.

NDIS Clients: Ph: [1800 035 544](tel:1800035544) or by email on the NDIS Quality and Safeguards Commission website www.ndiscomission.gov.au

Non-NDIS clients: Ph. (08) 8226 8699 or 1800 182 150 (outside of metro area) or email via website www.ombudsmansa.gov.au

A person can make a complaint to the Ombudsman or Commission about any issue connected with the support or services provided by a Provider. Complaints can be made orally, in writing, or by any other appropriate means and can be made anonymously. A complaint can be withdrawn at any time.

If a person makes a complaint, the Commissioner or Ombudsman must decide what to do. The Commissioner or Ombudsman may decide to;

Take no action, or defer taking action in some case (for example, if the complaint was not made in good faith or there is not enough information to continue); or
Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or

Undertake a resolution process.

Appendix 5 - (where outcome in favour of the customer)

Date

Name

Address line one Address line two Address line three Suburb STATE Postcode

RE: Subject Line

Dear

RE: Your complaint dated _____

As advised in a previous letter to you dated _____ XXXX has been investigating your complaint relating to

_____.

Marriott Speech Pathology has now completed these inquiries and advise that the results are:

We do hope that this resolves the matter to your satisfaction and thank you for bringing it to our attention. Your feedback allows us the opportunity to address your issue for you and also to ensure that, as far as possible, it does not happen again.

Yours sincerely,

Name

Position Title

Appendix 6 – (where outcome is not in favour of the customer) Insert Date

Addressee name

Address line one

Address line two

Address line three

Suburb STATE Postcode

RE: Subject Line

Dear

Re: Your complaint dated _____

As advised in our previous letter to you dated _____ we have been investigating your complaint relating to

We have now completed these inquiries and advise that the results are:

Should you wish to discuss this matter further with me or have additional information to provide, please call me on _____.

Alternatively, we advise that should you be dissatisfied with our response to your complaint, you may choose to contact ((delete where applicable) the Commissioner of the NDIS Quality and Safeguards [Ph:1800 035 544](tel:1800035544) or by email on the NDIS Quality and Safeguards Commission website www.ndiscomission.gov.au / Ombudsman SA Ph: [\(08\) 8226 8699](tel:0882268699) or [1800 182 150](tel:1800182150) (outside of metro area) or email via website www.ombudsmansa.gov.au

Yours sincerely

Name

Position Title

Appendix 7 – Complaints Register

Date complaint received

Complaint details

Name person making complaint

Date acknowledgement letter sent

Is complaint an incident (if yes, refer to incident Management system) Y/N

Date the “How to make a complaint” brochure provided

Support provided to person with disability

Action taken to resolve complaint

Date complaint resolved

Comments

Any changes to made as result of complaint