

Making a complaint

Your Best Life Disability and Health Services (YBLDHS) is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

YBLDHS takes all complaints very seriously, and welcomes them as an opportunity to improve the services we provide.

This sheet informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to YBLDHS or the [NDIS Quality and Safeguard Commission](#) regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to NDIS if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

Our obligations

For all complaints made to us we will:

- Treat you with dignity and respect.
- Deal with all complaints in a timely manner and aim to provide a formal response to the complainant within 5 working days of the complaint being received. Keep you informed of developments regarding your complaint.

- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time. YBLDHS will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

Making a complaint

You can make a complaint in writing or verbally to:

- the staff member, volunteer, contractor they were dealing with at the time
- the Manager of that staff member
- the Corporate Services Manager
- the CEO
- The Board (if the complaint is about the CEO)

Complaints may be made by:

- Written complaints may be sent to corporateservices@ybl.org.au or PO Box 5253, SCMC, Nambour, Qld, 4560. The Corporate Services Manager will be responsible for receiving this correspondence and directing it to the appropriate person.
- Feedback and complaints via telephone may be made on (07) 5293 9002
- Feedback and complaints can be made via our website www.ybl.org.au

If the complaint is about:

- a staff member, the complaint will normally be dealt with by the staff members Manager and CEO
- Manager, the complaint will normally be dealt with by the CEO
- CEO the complaint will normally be dealt with by the Board of Directors

The Board is advised of all complaints.

Lodging an appeal

Clients or their advocates may lodge an appeal if they disagree with a decision made by the organisation.

An appeal should be made in writing and submitted to the Corporate Services Manager at corporateservices@ybl.org.au or PO Box 5253, SCMC, Nambour, Qld, 4560

Procedure for complaints and appeals management

Any staff member may be a recipient of a complaint, and is responsible for:

1. Receiving the complaint:
 - listening to the complainant, acknowledging the concern raised, and explaining the next steps to the complainant once the complaint is lodged.
 - all complaints will be referred to Management within 24 hours, who will inform the Corporate Service Manager and CEO for further investigation and action.

The Corporate Services Manager, under the direction of the CEO, will manage the complaint and be responsible for:

2. Processing the complaint or appeal:
 - registering the complaint or appeal in the Compliments and Complaints Register
 - informing the complainant that their complaint has been received and providing them with information about the process and time frame
3. Investigating the complaint or appeal:
 - examining the complaint within 5 working days of the complaint being received
 - investigating the complaint and deciding how to respond
 - informing the complainant by phone, letter or email within 2 working days of the complaint being received of what is being done to investigate and resolve it, and expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 5 working days of being received.

If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

4. Responding to and resolving the complaint:
 - making a decision or referring to the appropriate people for a decision within 5 working days of the complaint being received
 - informing the complainant of the outcome and the reasons for any decisions made
 - upheld (and if so what will be done to resolve it)
 - resolved (and how this has been achieved); or
 - if no further action can be taken, the reasons for this
 - informing the complainant of any options for further action if required
 - if an apology is in order, ensuring that the appropriate person makes the apology and informs the complainant what the organisation intends to do to avoid further grievance
5. Reviewing the complaint:

If the complainant is not satisfied with the investigation and proposed resolution of their complaint or appeal, they can seek a further review of the matter by the Board of Directors at the next scheduled Board Meeting.

6. Referral to external procedure:

A formal external complaints procedure may follow Step 4, if the complainant is still not satisfied with the outcome. The complainant will be referred to the [NDIS Quality and Safeguard Commission](#) and provided information and support to make the complaint externally if necessary.