

5.1 COMPLAINTS MANAGEMENT & RESOLUTION SYSTEM

OBJECTIVE

To deliver safe and quality services to people with disability. To ensure that the involvement of the person making the complaint, and any person with disability affected by issues raised in a complaint, are communicated throughout the complaint management and resolution process in an appropriate way that meets their needs. To reach a fair and reasonable outcome in a timely manner. Gedoun Constructions are committed to providing high quality and professional service that meets our clients need. We genuinely welcome and encourage feedback and suggestions. All feedback is valued and helps to develop a better service to deliver positive outcomes.

LODGING A COMPLAINT

Complaints can be raised directly via phone call, email or in person at our Head Office at 5/264 Woolcock Street, Currajong. They can also be raised indirectly through our online website enquiry form. Our customer relations support team will liaise with the person who made the complaint to ensure the above process is maintained. Verbal complaints are to be documented by the receiving employee in the form attached (see page 3), a copy of this will be issued to the person who made the complaint.

Gedoun Constructions Pty Ltd Complaints Management & Resolution System is available to participants on our website via the following link: <https://gedounconstructions.com.au/policies-4/>

Making a Complaint about a Provider to the NDIS Commission

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544
- Completing a [complaint contact form](#)

A person with disability may wish to have an advocate or someone to support them or act on their behalf to make a complaint. We will help persons with a disability to find a support person or advocate to assist or represent them if they choose.

Contact details for a local Disability Advocacy Service are below for Independent Advocacy NQ.

Phone: 1800 887 688 or clicking the following link <https://independentadvocacy.org.au/>

PROCEDURE FOR CUSTOMER/CLIENT COMPLAINTS

Management are responsible to ensure that all employees are trained in the complaint's management process and resolution.

- Complaint documented in Complaint Form
- Inform the person who made the complaint that the complaint has been logged into the system (within 2 working days)
- Review complaint, identify issue, investigate, and analyse
- Appropriately involve the person who made the complaint (or decision maker) to resolve the issue (within 7 working days)
- Resolution documented and actioned in a timely manner (within 21 working days)
- Inform the person involved of progress with the complaint including actions taken
- *Refer complaints or notify any bodies if required by law (if applicable)*

RECORD KEEPING

- Complaint Form
- Action taken to remedy or resolve the complaint
- Outcome documented

Records kept for 7 years from the date the record was made.

PROCEDURE FOR REVIEW COMPLAINTS MANAGEMENT SYSTEM

Gedoun Constructions will complete annual reviews of the complaints management and resolution systems. Complaints are monitored and their management evaluated to identify and respond to the occurrence of systemic and recurring problems. Appropriate training will be undertaken to ensure all Gedoun Constructions employees are equipped to assist in the resolution process to maintain our main objective.

COMPLAINTS FORM

Date:	
Complainant details	
Name:	
Address:	
Phone:	
Email:	
Name of person taking the Complaint:	
Details of the Complaint:	

Date Complainant was provided a copy of this form:	
Date resolution reached:	
Outcome documented:	