

## Objective:

To ensure that all complaints are managed in a timely and efficient manner, and in accordance with the requirements of the Disability Act 2006.

## Scope:

All clients and families who use CODA Inc. services.

## Policy Statement:

The CODA Inc. Policy and Procedures in relation to complaints are integral to providing high quality supports to clients and their families, helping to measure client satisfaction, and providing a useful source of feedback for improving our services.

All complaints must be handled sensitively, objectively, confidentially and promptly. CODA Inc. will make an initial response to a complaint within 3 working days.

Where possible and appropriate, all complaints must be resolved at the lowest level with a minimum of formality.

If a more formal approach is required, CODA Inc. staff must follow and document according to the CODA Inc. Complaints Procedure.

Information, including written advice, regarding complaints must be provided to all existing and new clients to CODA Inc. services. The process for raising complaints must also be verbally explained to the clients and/or their family.

Any person raising a complaint is entitled to be represented at all stages by an advocate of their choice. Support users will not be adversely affected as a result of submitting a complaint or if a complaint has been made on their behalf.

CODA Inc. will maintain a Complaints Register and report annually to the Disability Services Commissioner.

## Other Information:

Disability Act 2006  
A Guide for Disability Service Providers  
The Disability Services Commissioner Website

## Internal Files/Links:

dhs complaints easy read version	CO-Information
GEN - Complaints Brochure Easy English	CO-Information
GEN - Complaints Report & Register	CO-Forms
GEN - Informal Compliments, Complaints & Sugges	CO-Forms

## Quality Document References:

Privacy - Information: Policy -(CO) Governance  
Complaints: Procedure -(CO) Governance

## External Files/Links:

ODSC Home page    Office of Disability Services Commissioner

## References to Standards and Legislation:

<b>DHS:</b> Standard 1 - Empowerment	<b>1.1:</b> Criteria 1.1 – People understand their rights and responsibilities.
<b>DHS:</b> Standard 1 - Empowerment	<b>1.2:</b> Criteria 1.2 – People exercise their rights and responsibilities