

Policy Statement

Breakaway Toowoomba Inc. (Breakaway) is committed to effective complaints management by managing complaints in a transparent, accountable, timely and fair manner.

Breakaway values all feedback and takes a proactive approach to complaints management to utilise feedback and complaints as an opportunity to improve services.

Breakaway is committed to:

- providing information in the language, mode of communication and terms that the client is likely to understand about how to provide feedback or make a complaint with Breakaway and/or the NDIS Complaints Commission and how complaints will be managed
- actively seek feedback from clients, families and significant others and encourage feedback both positive and negative
- ensuring that complainants have the choice to be supported by family, friend or significant other, an advocate and/or an interpreter
- all persons mentioned in the complaint can expect natural justice and procedural fairness
- a preparedness to reach mutually agreeable resolutions to complaints
- the complainant will not experience any reprisal or detriment for making a complaint
- complaints may be made anonymously, with complainants informed of the limitations of an anonymous complaint
- responding to complainants in a respectful, fair, objective, and timely manner
- respecting the confidentiality of personal information
- communicating with parties about the progress of the complaint, the outcome, any recommendations, and review options including external mechanisms
- relevant complaints will be included on the complaints register for action
- abusive, aggressive, or disrespectful behaviour towards workers during any interactions is unacceptable and may result in the complaint process being suspended

Objectives

The objectives of this policy are:

- be fair, accountable, transparent, and responsive in the management of complaints
- ensure complaints are handled promptly
- ensure complaints are effectively monitored
- identify and implement service improvement opportunities
- ensure all workers are trained and comply with the complaints management process

Scope

This policy is applicable to all workers including volunteers and contracted workers of Breakaway, who must comply with this policy.

Chief Executive Officer
Breakaway Toowoomba Inc.

