

Making a Complaint and Understanding the Complaints Process.



At *focus* we are committed to quality service delivery, however we realise that from time to time we may not always meet people's expectations and/or make mistakes. We welcome all of your feedback and view it as an opportunity to examine and improve our performance, and we wish for families to feel comfortable about making a complaint. No one will be disadvantaged as a result of registering a complaint.

How do I make a Complaint?

If you wish to express your dissatisfaction with our services, you can:

- Lodge your complaint in person at *focus* Head Office
- Phone *focus* reception where you will be redirected to the appropriate person
- Email us at feedback@focuslife.com.au
- Complete an online form under Contact Us on our website www.focuslife.com.au
- Speak to any *focus* staff member who will assist.

focus Approach to Complaints

It is *focus* policy that all people who use our services and their families have the right to:

- Complain and provide feedback without fear or discrimination
- Use an advocate or representative when seeking resolution or making a complaint
- The provision of an interpreter if required
- Have their views respected
- Having their complaints handled sensitively, objectively, promptly and confidentially
- Continue to receive services or work until the dispute is settled or resolved
- Take their complaint directly to the NDIS Quality and Safeguards Commission if they don't feel comfortable bringing their complaint to *focus* to resolve.

The Role of the NDIS Quality and Safeguards Commission

If we are unable to resolve your concern or complaint, then you should seek further support by contacting the NDIS Quality and Safeguards Commission. They will work with you and *focus* to resolve your complaint.

A person with a disability, family member or concerned party can lodge a complaint with the NDIS Quality and Safeguards Commission at any time.

A complaint can be made to the NDIS Commission by:

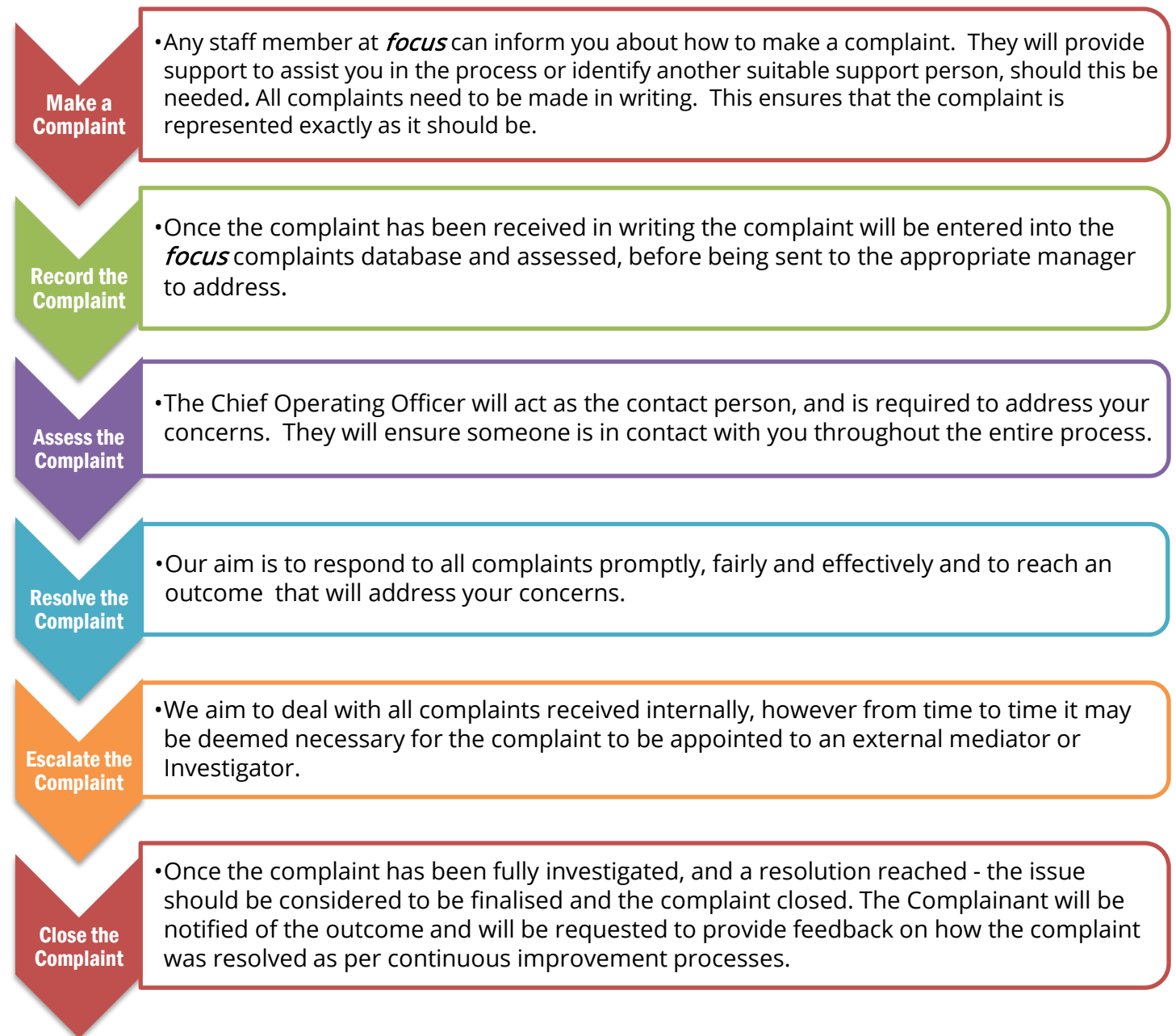
- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

The Complaints process

The below diagram outlines how your complaint will be handled and processed



Quality Review of Complaints

focus is committed to continually improving the quality of its services. Managing complaints justly, effectively and proficiently is in the best interests of all concerned, and may lead to:

- improved services and better outcomes for all people served
- an apology, explanation or investigation
- a policy or procedure review and/or change
- the identification of issues and emerging trends within the organisation

In order for *focus* to attain its goal of continual Quality Improvement, all complaints will be reviewed and analysed regularly by the CEO and the Executive Team. This will allow the identification of any areas of service provision or policy that may require change.