



1. Policy Statement

Spectrum Space values and welcomes feedback, including complaints, compliments and suggestions, from anyone using its services; including people with disability, families, carers and service providers.

Complaints are an important source of information to help ensure continuous improvement and the quality of our services. While we recognise that there will be occasions when mistakes are made, Spectrum Space is committed to ensuring any person or organisation using its services is aware of their right to complain, to have their complaint addressed in ways that ensure access and equity, fairness, accountability and transparency, and that any dissatisfaction with Spectrum Space is dealt with fairly.

2. Scope

- 2.1 This policy applies to all Spectrum Space employees, contractors, and volunteers.
- 2.2 This policy does not cover staff grievances, which are dealt with under separate HR policies.

3. Principles

- 3.1 Everyone has a right to have a say about, and be involved in, decisions affecting their lives.
- 3.2 Complaints can be lodged anonymously if preferred.
- 3.3 The complaints process will uphold principles of transparency, accessibility, procedural fairness, collaboration and confidentiality.
- 3.4 The person making the complaint will be appropriately involved throughout the complaints handling process to the extent possible, including being kept informed of the progress, actions taken, decisions made and the option for a review of a decision.
- 3.5 Individuals who raise complaints will be supported to lodge a complaint and provide feedback to Spectrum Space.
- 3.6 Complaints processes must be sensitive to cultural, disability or communication needs wherever possible.
- 3.7 Complaints will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- 3.8 Appropriate action will be taken in relation to issues raised in complaints.
- 3.9 Feedback will be sought from those involved in the complaint handling process following resolution of the complaint to ensure continuous improvement.
- 3.10 Reasonable steps will be made to ensure individuals who raise complaints with Spectrum Space, and who are NDIS funded, are advised on how to raise any issues with the NDIS Quality and Safeguards Commission, along with support and assistance, if required. Individuals who are not NDIS funded will be supported by Spectrum Space to raise a complaint or to access a relevant advocacy body through the Department of Social Services National Disability Advocacy Program.
- 3.11 Complaint documentation will be prepared, maintained and stored according to legislative requirements.
- 3.12 Staff should have access to, be made aware of, and be trained in, the complaints process in line with Spectrum Space's complaints policy and procedure.

4. Definitions

Complaint – formal advice that something has occurred, something is not working the way it should, something is inappropriate, or someone is at risk. It includes any dissatisfaction with our organisation, our work or the behaviour of our staff, and any allegation of impropriety or misconduct by a staff member.



5. Responsibilities

Each management representative is accountable for the implementation of this policy in their area of responsibility.

5.1 The Board is responsible for the oversight of the complaints system.

5.2 Management (CEO and Operations Manager) is responsible for ensuring:

5.2.1 The complaints management system is implemented, reviewed and continuously improved;

5.2.2 staff are aware of, and trained and competent in, how to manage feedback and complaints; and

5.2.3 record keeping and reporting obligations are met.

5.3 Staff, volunteers, and contractors, are responsible for ensuring they record and notify Spectrum Space management of any feedback, suggestions or complaints, keep up to date with relevant policies, procedures and processes and adhere to them.

6. Reference Documents

6.1 SS POL P023 Code of Conduct

6.2 SS QAL P006 Complaints Procedure

6.3 SS POL P020 Data Security and Privacy Policy Statement

6.4 SS QA F003 Complaints Form

6.5 Complaint Register

6.6 [Department of Social Services National Disability Advocacy Program](#)

6.7 The NDIS Code of Conduct: Guidance for NDIS Providers

Related legislation and policy

6.8 Carers' Recognition Act 2004 (WA)

6.9 Disability Services Act 1993 (WA)

6.10 Equal Opportunity Act 1984 (WA)

6.11 Occupation Health and Safety Act 1984 (WA)

6.12 National Disability Insurance Scheme Act 2013: Principles.

6.13 United Nations Convention on The Rights of Persons with Disabilities

6.14 National Disability Insurance Scheme Quality and Safeguarding Framework

6.15 National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

7. Revision Status Record

Date	Rev	Description of Status or Revision	Prepared by	Approved by
28 Oct 2018	001	Initial Issue	Trudi-Anne Gribble	Louise Sheehy
12 Nov 2020	002	Revised Issue	Melissa Koh	Louise Sheehy & Board
04 Feb 2021	003	Revised Issue	Melissa Koh	Louise Sheehy
17 Apr 2024	004	Revised content	Helene Hansen Steve Morris	Board
Approval of Current Revision				
Name		Position	Signature	Date



Board			
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