



1. Purpose

This procedure describes how complaints will be managed and responded to at Spectrum Space.

2. Scope

This procedure applies to all Spectrum Space employees, contractors, volunteers, participants, families, carers and advocates.

3. 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.

Procedural fairness – means acting fairly in administrative decision making. It relates to the fairness of the procedure by which a decision is made, and not the fairness in a substantive sense of that decision.

4. Procedure

4.1 Making a complaint

Complaints can be lodged by:

- 4.1.1 Raising a complaint with any staff member by phone, email, or in person.
- 4.1.2 Calling Spectrum Space on (08) 9431 2111 or emailing info@spectrumspace.org.au to explain what happened, why the complaint is being lodged, and suggest ways in which the problem can be solved.
- 4.1.3 Filling in the Complaint Form which can be found and submitted online via <https://www.spectrumspace.org.au/feedback/>.
- 4.1.4 Anonymous complaints can be provided via post or by phone.
- 4.1.5 Where additional support is required to lodge a complaint, individuals will be provided with information on independent advocacy organisations to contact. See appendices below.
- 4.1.6 Individuals can choose to lodge a formal complaint about Spectrum Space or its services with the NDIS Quality and Safeguards Commission. Call 1800 035 544 or visit <http://www.ndiscommission.gov.au/>.
- 4.1.7 Individuals who need support or assistance to lodge a complaint can seek help from Spectrum Space staff.
- 4.1.8 Individuals who lodge a complaint will not have adverse consequences, retribution or loss of service as a result of making a complaint to Spectrum Space or the NDIS Quality and Safeguards Commission.
- 4.1.9 Complaints will be handled in confidence and the complainant will be communicated with throughout the process.

4.2 Complaints management

Following a complaint, Spectrum Space will:

- 4.2.1 Listen to the complaint.
- 4.2.2 Record the details of the complaint.
- 4.2.3 Gather all the facts.
- 4.2.4 Discuss options for fixing the problem with the complainant and other relevant parties.



- 4.2.5 Act in a timely manner, according to timeframes set out as part of that individual complaints process.
 - 4.2.6 Keep the complainant updated on the progress.
 - 4.2.7 Record the complaint/s in the complaints register.
 - 4.2.8 If a complaint is made in relation to an incident that occurred, incident reporting requirements will be followed in addition to those in this policy.
- 4.3 Record keeping**
- 4.3.1 Continuous improvement ideas that result from complaints or feedback will be recorded in the continuous improvement register.
 - 4.3.2 These records will be kept for 7 years and contain information about the complaint, the action(s) taken and any outcomes achieved.
 - 4.3.3 Spectrum Space will review its complaints system once per year to ensure it is effective.

5. Responsibilities

- 5.1** The **Board** has oversight of the complaints management system. If the complaint concerns the CEO, the matter will be managed by the Board.
- 5.2** The **CEO** is responsible for handling any complaints involving the Operations Manager.
- 5.3** The **Operations Manager** is responsible for
- 5.3.1 ensuring Spectrum Space staff and volunteers are aware of, and trained and competent in, how to manage complaints;
 - 5.3.2 following up and investigating complaints in a confidential manner;
 - 5.3.3 providing support and assistance for the complainant to escalate their complaint should they wish to do so;
 - 5.3.4 procedural oversight, including ensuring that principles of procedural fairness are followed in the complaints process and that no adverse action is made against the complainant; including ensuring:
 - 5.3.4.1 the complainant is as involved in the complaints management process if they choose to be and is kept updated on its progress;
 - 5.3.4.2 where relevant, the person(s) whom the complaint is lodged against is given a reasonable opportunity to respond;
 - 5.3.4.3 the decision to take any form of adverse action against a person is based on facts and is recorded as part of the decision; and
 - 5.3.4.4 the decision maker is unbiased.
 - 5.3.5 ensuring record keeping and reporting obligations are met;
 - 5.3.6 providing the NDIS Quality and Safeguards Commission with complaints reports as required;
 - 5.3.7 updating the continuous improvement register and undertaking periodic reviews in line with legislative requirements;
 - 5.3.8 where necessary and appropriate, make adjustments to the ways things are done in response to a complaint in order to continuously improve services provided to Spectrum Space participants; and
 - 5.3.9 support individuals to lodge complaints with Spectrum Space or with the NDIS Quality and Safeguards Commission.
- 5.4** All staff and volunteers have a responsibility to:
- 5.4.1 keep up to date on and adhere to the complaints management policy and procedure;
 - 5.4.2 acknowledge and listen to complaints in a respectful and empathetic manner with regard for the rights of individuals to raise complaints;



- 5.4.3 make individuals aware that they have the right to make a complaint and have access to a complaints management process;
- 5.4.4 support individuals to document complaints in the complaints form;
- 5.4.5 involve the individual(s) in the complaints management process; e.g. if a staff member or volunteer is completing the complaints form on behalf of the individual, they must ensure the information is representative of the individual's view; and
- 5.4.6 notify the Operations Manager that a complaint has been made and of all details of the complaint.

6. Reference Documents

- 6.1 SS POL P002 Complaints and Feedback Policy
- 6.2 SS QA F003 Complaint Form
- 6.3 SS QA F009 Complaints Register
- 6.4 SS QA F005 Continuous Improvement Register
- 6.5 SS QA F008 Opinion & Feedback Register
- 6.6 SS HSE P008 Incidents, Accidents, Illness Management Procedure
- 6.7 NDIS Practice Standards January 2020
- 6.8 [How to lodge a complaint to the NDIS Commission](#)
- 6.9 [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#)
- 6.10 The NDIS Code of Conduct: Guidance for NDIS Providers
- 6.11 Privacy Act 1988
- 6.12 Disability Services Act 1993

7. Revision Status Record

Date	Rev	Description of Status or Revision	Prepared by	Approved by
09 Sep 2019	001	Initial Issue	Trudi-Anne Gribble	Louise Sheehy
12 Nov 2020	002	Revised Issue	Melissa Koh	Louise Sheehy & Board
17 Apr 2024	003	Revised content	Helene Hansen Steve Morris	Board
Approval of Current Revision				
Name		Position	Signature	Date
Louise Sheehy & Board		CEO		04 February 2021



Advocacy Organisations

Sussex Street Community Law Service
Tel: 08 6253 9500
Web: www.sscls.asn.au

Western Australia Community Legal Centres
Tel: 08 9221 9322
Email: administrator@communitylegalwa.org.au
Web: <https://www.communitylegalwa.org.au/>

For general legal advice:

Legal Aid Western Australia
Tel: 1300 650 579
Web: www.legalaid.wa.gov.au

Citizen Advocacy West Perth
Tel (08) 9445 9991
Web: <http://www.capw.org.au/>

People with Disabilities PWDWA
Tel (08) 9420 7279
Web: <https://www.pwdwa.org/>

