

Achieve's Complaint Resolution Process



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1. Complaint received

A complaint is received in person, over the telephone, online or by a third-party complaint hotline called Your Call. All feedback and complaints received by Achieve are taken seriously.

People who require assistance with communication will be provided with support and aids to assist them in lodging and discussing their feedback or complaint.

2. Registered and acknowledged

As soon as a complaint is received it is registered using a secure software program and forwarded to the Achieve Quality Team who will assign a Complaint Owner. The Complaint Owner contacts the complainant within 24 hours to acknowledge the complaint and gathers any additional information.

3. Initial assessment is made

The Complaint Owner makes an initial assessment of the complaint and decides how best to investigate, who will be involved, and what information is required. This information is passed onto the complainant as soon as it is confirmed.

Where any complaint raises immediate concerns about a person's health, safety or wellbeing, the Complaint Owner will take immediate action and inform the complainant.

4. Complaint is investigated

Some complaints can be investigated and resolved simply through open discussion with, clients, family members or guardians, frontline staff, and Achieve files and records.

A more complex and serious issue may require a formal investigation which can be conducted by a senior manager, the Achieve Quality Team or an external investigator. As part of an investigation, witnesses may be formally interviewed, evidence collected, and relevant records accessed (with appropriate authority and safeguards in place).

Following consultation with the complainant, the person investigating the complaint will recommend any action(s) that are required. They will also advise the relevant Achieve manager of the outcome of the investigation and recommendations for resolution.

5. Resolution

At the end of the investigation, the complainant is advised of the outcome(s) and any corrective actions that have been taken. Achieve aims to resolve all complaints within 30 days and will inform the complainant if it will take longer.

The Complaint Owner will send a letter or email to the complainant detailing the outcome of the investigation, actions taken, reasons for decisions made, and where to seek an external review if desired. An external review could be conducted by the NDIS Commission or the NSW Ombudsman as an example.

6. Review of outcomes

In all cases, regardless of the seriousness of the complaint, outcomes are reviewed by the Quality Team to assess their completeness, accuracy, and fairness.

7. Corrective action and follow up

Once actions are completed, the outcome is formally recorded and closed in the secure software program used to manage the process. The Complaint Owner will also contact the complainant to seek their feedback on the process as well as the outcome.

In order to manage the satisfaction of clients, families and guardians, Achieve maintains records of all feedback and complaints received.

The Quality Team provides the CEO with regular reports on complaints and how they were managed.