



CUSTOMER COMPLAINTS POLICY

Human Services Quality Standards

- 1 – Governance and Management*
- 2 – Service Access*
- 4 – Safety, Well-Being and Rights*
- 5 – Feedback, Complaints and Appeals*

POLICY

Customers of Physio by Design have the right to discuss complaints, problems and concerns that they may have with any aspect of our service, and to have any issues resolved equitably and fairly.

We view complaints as valuable feedback about our service and an important part of our quality improvement process. Customer feedback can be a useful way to achieve better care, identifying areas that need changing and preventing the same problems from reoccurring. The complaints process can lead to better services for customers, so coming up with solutions together is good for everyone. As an organisation we will take action that will seek to achieve the best possible outcomes for all involved.

Complaints will be managed sensitively, objectively, confidentially and promptly and the solutions and outcomes will be identified and communicated clearly.

All reasonable steps will be taken to ensure that customers will not be adversely affected because they have raised a complaint and Physio by Design will continue to provide services, where appropriate, throughout the resolution of a complaint.

Customers are assured that there will be no negative consequences if they raise concerns or complaints.

Who can make a complaint?

Anyone who uses our services is entitled to make a complaint or to give us feedback of any kind. This includes customers and their families, carers or advocates.

Customers may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service.

Advocates will be accepted by Physio by Design as representing the interests of the Customer.

What can a complaint be about?

If a service user has a problem or concern about the supports or service they are receiving from Physio by Design they can make a complaint i.e. if:

- they think they are being treated unfairly;
- they are not receiving the amount or quality of care that Physio by Design indicated that they would get;
- they have not been treated with respect by a staff member;
- they felt their safety was compromised;
- they think their confidentiality has been breached;
- they think their human rights have been breached.

PROCEDURE

1. If a staff member is involved

Generally, as a first step we encourage you to speak with the staff member who is involved in the issue and see if you can resolve the issue together. You would talk about what has occurred or is of concern, and what you would like us to do about it. If you are not satisfied after this or if you don't feel comfortable discussing the issue directly with the staff member involved, please proceed to the next step.

2. Contact the Owner of Physio by Design

The next step is to contact the Owner of Physio by Design, by phone on [0402 491 439](tel:0402491439), email at admin@physiotherapybydesign.com or writing and mailing to Shop 1, 139 Margate Parade, Margate 4019, to discuss your concern. Outline the concern and what resolution you have in mind. Fabian will respond to the request within four business days with acknowledgement of the complaint, assessment of the complaint and how and when the matter will be resolved.

3. Guardian or funding agency Complaints Department

If, after following this process, the issue is still not resolved, you can raise your concern with the complaints department of the appropriate guardian or funding agency.

4. Support with contacting the NDIS commissioner

If assistance is needed in contacting the NDIS commissioner about a complaint, staff at Physio by Design will assist for any person who makes a complaint and each person with disability affected by an issue raised in a complaint.

5. Resolving complaints

Physio by Design will ensure you are appropriately involved in the resolution of the complaint; and are kept informed of the progress of the complaint, including any action taken, the reasons for any decisions made and options for review of decisions in relation to the complaint. If Physio by Design decides a complaint needs to be submitted to the NDIS commissioner The Managing Director (Fabian Tjin) will do so and notify the relevant parties.

6. Making an anonymous complaint

Anonymous complaints can be made by the Physio by Design website contact us page <https://physiobydesign.com.au/contact/>

Other key complaint resolution contact numbers are:

- Office of the Adult Guardian 1300 653 187
 - Health Quality and Complaints Commission 1800 077 308
 - Anti-Discrimination Commission of Queensland 1300 130 670
 - or TTY 1300 130 680
 - Australian Health Practitioner Regulation Agency 1300 419 495
 - Queensland Civil and Administrative Tribunal 1300 753 228
 - Queensland Ombudsman 1800 068 908
 - Crime and Misconduct Commission 1800 061 611 System Feedback
 - NDIS Commission 1800 035 544
- or visit this link <https://www.ndiscommission.gov.au/about/complaints>

Complaints Investigation

In all instances of complaints raised, Physio by Design will conduct a thorough investigation to ensure that the cause of the complaint is identified, and where appropriate, develop processes to avoid or minimise future issues.

Where appropriate, independent expert advice into the process for management of complaints will be sought from Physio by Design's legal advisor.

Physio by Design will act if complaints need to be referred or notified to any other bodies in accordance with any requirements under relevant Commonwealth, state, or Territory laws.

Confidentiality of Concerns & Complaints

At Physio by Design, you are assured that all concerns and complaints will be treated with confidentiality, and information used only for the purpose for which it was obtained. Your privacy will be protected throughout the process, with any investigations conducted discreetly. In the investigation of a concern or complaint, information is only shared with staff on a 'need to know' basis.

Responsibilities

Management:

Managing Director:

- Overseeing or acting on any complaints including:
 - Completing the Complaint Investigation Form
 - Ensuring the affected person and other relevant participants are involved in the investigation
 - Reporting complaints to the NDIS Commissioner if required
 - Delegating responsibility for implementing and completing the corrective actions
- Staff:

- o Notifying the Managing Director of complaints immediately
- o Assisting the affected person to complete the Complaint Form, or completing it for them if they are unable
- o Ensuring the participants in the investigation focus on obtaining accurate information and refrain from apportioning blame
 - o Ensuring these procedures are followed for all investigations
- o Reporting on actions taken or progress made toward the implementation of the recommended controls
- o Forwarding a copy of the completed Investigation Form to the Managing Director