
Complaints

We are committed to ensuring that anyone who uses our services are aware that they have the right to lodge a complaint or appeal a decision, and have their concerns addressed fairly and with accountability and transparency.

We understand and support the principles of fairness and human rights in all aspects of service delivery. We will ensure that participants are provided with a service environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

Definition:

A complaint is a concern or grievance about a service related problem that is causing distress. The complaint may arise from a decision, act or omission by any person or people within or outside of P2P which you consider to be wrong, mistaken, unjust or discriminatory.

Our principles are:

- To not blame anyone, but instead, to take action and resolve the situation quickly if a problem does arise, whether through misunderstanding or neglect, and have it serve as a basis for improvement.
- To explain the procedure for managing complaints, so that you understand your right to have concerns or complaints listened to and resolved.

We will ensure there is access to a fair and transparent system for you to make a complaint and/or report any breach of rights.

How to make a complaint

You can:

- Phone P2P on 1800 777 723
- Complete a Complaint form online at www.p2pqld.org.au
- Write to:

The CEO
P2P Assoc Qld Inc
5 Blackall St
WOOMBYE Q 4559

- Email us at manager@p2pqld.org.au

- Fill out a Feedback form available from Facilitators at workshops

Receipt of complaint:

All complaints are to be referred to the CEO of P2P. The CEO will categorise complaints as follows:

- Failure to communicate information resulting in harm, potential harm or a person's inability to perform their role;
- Conduct which is not ethical or professional;
- Threatening, abusive or offensive language or behaviour;
- Physical, emotional or psychological intimidation or bullying;
- Unlawful conduct including discrimination;
- Other – please give details.

Acknowledgement:

We aim to acknowledge Complaints within 24 hours of receipt. This will not always be possible if received over a weekend or Public Holiday. Acknowledgement will be via your preferred means of communication. For example, if received by email and phone contact details have not been provided, the response will be via email.

Resolution:

During the complaint management process, you may be contacted to further clarify details and will be advised of the progress made. When determining how a complaint will be managed and the expected timeframe it will take, consideration will be given to the nature and seriousness of the complaint. We aim to resolve complaints within 21 calendar days.

We are committed to developing an organisational culture that supports everyone's legal and human rights, and ensures people are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004;
- Australian Human Rights Commission Act 1986 (Cth);
- Disability Discrimination Act 1992 Racial;
- Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Queensland Anti-Discrimination Act 1991 (QLD).

Documentation:

In the event of a complaint being received, details will be recorded on a Complaints Form and on the Complaints Register. All documentation pertaining to a complaint will be stored in the CEO's locked filing cabinet.

The Complaints form and Complaints Register record:

- Details of the person and the nature of the complaint;
- Date raised;
- Action taken;
- Resolution and reason for decision;
- Indication of person being notified of outcome;
- Further action required.

Records of complaints will be reviewed to identify whether action is required or changes to policies need to occur. If action is identified, the CEO will take a proposal to the Board of Management. Where appropriate, consultation will occur with people using the services provided.

Managing complaints:

When we manage a complaint, you, and anyone else involved, will be informed of:

- The right to complain without fear of recrimination or retribution;
- The right to be listened to and have their concerns acted upon;
- The right to be treated with respect and dignity;
- The right to have their personal information protected;
- The process that will be taken to resolve the complaint;
- The expected timeframe for resolution of the complaint;
- The progress of the complaint;
- Their right to have a support person of their choice.

We will:

- Consider all complaints received;
- Treat everyone with respect, recognising that the issue of complaint is important;
- Maintain confidentiality of everyone involved, keeping any information private to those directly involved in the complaint and its resolution;
- Ensure advocacy is available to people who make a complaint and require support;
- Resolve complaints, where possible, to the satisfaction of everyone involved;
- Deal with all complaints in a timely manner;

- Keep everyone involved in the complaint informed of the progress of the complaint;
- Provide information about the process for lodging complaints via our website and brochures;
- Ensure that people are not penalised in any way or prevented from use of services during the progress of an complaint;
- Ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements.

False complaints:

If there is concern that a complaint received is based on false statements of fact or is a personal attack on another person, a thorough assessment of the situation is to occur. The CEO and/or Board of Management will investigate the alleged complaint and make a determination as to the validity. The results of any investigations will be recorded in the Complaints Register. The Person will be notified in writing of the outcome.

Anonymous complaints:

People making a complaint may have a genuine reason to do so anonymously, and this will be respected. Anonymous complaints are more difficult to respond to, however P2P will attempt to obtain sufficient information to allow the matter to be appropriately managed. Anonymous complaints will be recorded on the Complaints Register and treated the same as other complaints.

Complaints involving specific personnel or Board of Management:

The CEO has delegated responsibility for resolving complaints or disputes involving personnel. The CEO will:

- Notify the person of the complaint and its nature;
- Investigate the complaint and provide the person with an opportunity to respond to any issues raised;
- Attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party;
- Take any other action necessary to resolve the issue.

Complaints involving the CEO will be managed by the President of the Board of Management. Complaints made against a Board of Management member, other than the President, will be referred to the President. Where the President is the subject of a complaint, the complaint should be referred to the Vice President. The President, or their delegate, will:

- Notify the person about whom a complaint is being made, of the complaint and its nature;
- Investigate the complaint and provide the member with an opportunity to respond to any issues raised;

- Attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party.

Appeals:

You can appeal a decision made as a result of the complaints process, and request a review. If after review you are still unsatisfied, you may appeal to an external body. We will provide you with the details of an appropriate body.

You can also complain to:

Department of Communities -

Address: 111 George Street Brisbane Qld 4000

Postal address: GPO Box 806 Brisbane Qld 4001

Phone: 13 QGOV (13 74 68)

Email: disabilityinfo@disability.qld.gov.au

Website: www.communities.qld.gov.au/disability

National Disability Insurance Scheme (NDIS) -

Phone: 1800 800 110.

- If you require a free-of-charge translator, interpreter or other assistance, phone 1800 800 110
- If you are a Text telephone (TTY) user, phone 1800 555 677 then ask for 1800 800 110
- If you are a Speak and Listen (speech-to-speech relay) user, phone 1800 555 727 then ask for 1800 800 110
- If you are an internet relay user, visit the [National Relay Service website \(external\)](#) and ask for 1800 800 110

Contact centre is open 8am to 11pm, Monday to Friday

Mail to:

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601