

## Complaints and Feedback Policy POL-OPS-021

<p><b>Objective</b></p>	<p>The objective of this policy is to provide a framework that:</p> <ul style="list-style-type: none"> <li>• outlines the principles that Windgap uses in the handling of complaints and gaining feedback for all Windgap stakeholders;</li> <li>• assists Windgap to identify areas of improvement, through complaints, consultation and feedback processes, relating to strategic and service planning, systems, service performance and the delivery of positive outcomes for people with disabilities; and</li> <li>• promotes a culture whereby concerns, complaints or disputes can be raised without fear of retribution, recrimination or repercussion and are handled in a supportive and timely manner.</li> </ul>
<p><b>Scope and Application</b></p>	<ul style="list-style-type: none"> <li>• .</li> <li>• This policy applies to all employees, volunteers, participants, families and carers, advocates of participants, contractors, suppliers and other stakeholders (<b>‘Stakeholders’</b>).</li> <li>• Windgap requires all employees, volunteers and participants to read and familiarise themselves with this policy (<i>an easy read version is available for Participants</i>) and ensure that they comply with the policy at all times.</li> <li>• This policy does not form part of any employment contract, or other contract, with Windgap and is not intended to create any right or obligation enforceable against Windgap.</li> <li>• Windgap has the right to vary the terms of this policy at any time at its discretion.</li> <li>• Any failure to abide by the content of this policy will be regarded as a serious matter and may result in disciplinary action being taken by Windgap, up to and including the termination of employment or engagement.</li> <li>• To the extent that there is inconsistency between the applicable legislation and this policy, the applicable legislation will prevail.</li> <li>• This policy operates in conjunction with Windgap’s Workplace Conduct Policy and its Grievance Procedure.</li> </ul>
<p><b>Policy Statement</b></p>	<ul style="list-style-type: none"> <li>• Windgap participants, employees and volunteers are advised of their right to raise, and have resolved, any complaint or dispute they may have regarding the services provided by Windgap, using Windgap’s internal complaints process or, where necessary, referring to external complaints handling agencies.</li> <li>• Windgap is committed to documenting all formal complaints and events relating to the resolution of the complaint.</li> <li>• All complaints are shared with Windgap’s Directors on a regular basis to support appropriate risk management and governance responsibilities.</li> <li>• Windgap is committed to the thorough investigation of all complaints received and will maintain fairness and objectivity throughout this process.</li> </ul>



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	<ul style="list-style-type: none"> <li>Windgap will respect a person's right to privacy and will treat all complaints as confidential. Any information relating to a complaint will only be distributed on a need-to-know basis and only with the person's consent.</li> </ul>
<b>Contents:</b>	<ol style="list-style-type: none"> <li><b>Making a Complaint</b></li> <li><b>Training and Support</b></li> </ol>
<b>Making a Complaint</b>	<ul style="list-style-type: none"> <li>Any complaint or report will be treated confidentially, seriously and accordance with the law.</li> <li>No Stakeholder will be disciplined and/or disadvantaged as a result of making any truthful complaint or report.</li> <li>Windgap's Workplace Conduct Policy, Complaints and Dispute Resolution Procedure and Grievance Procedure provide additional detail regarding making a complaint or report, particularly if you have concerns regarding the welfare of others or if any employee comes to you with complaints of harassment, bullying, discrimination, vilification, victimisation and and/or workplace violence.</li> <li>Allegations in a complaint or report which are found by Windgap to be false, malicious, frivolous or vexatious, may be subject to disciplinary action, up to and including termination of the engagement of any employee, participant or volunteer.</li> </ul>
<b>Training and Support</b>	<ul style="list-style-type: none"> <li>Information relating to advocacy, interpreter and counselling services as well as complaints resolution are available to all participants, employees, and volunteers. Any person wishing to access these services will be assisted to do so.</li> <li>Windgap will provide participants with training and support to understand and exercise their right to make complaints and understand the processes that will occur in handling them.</li> <li>Participants, employees and volunteers are trained in handling, understanding and implementing Windgap's complaint processes as necessary.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>It is the responsibility of the Chief Executive Officer to ensure that all complaints and disputes are handled with fairness and equity while maintaining the respect and dignity of all parties involved.</li> <li>It is the responsibility of all employees involved with managing a complaint or dispute to maintain confidentiality of issues and the respect and dignity of all parties.</li> <li>It is the responsibility of any Stakeholders involved in a complaint or dispute to maintain confidentiality, and respect the dignity of all parties.</li> </ul>
<b>Monitoring and Review</b>	<ul style="list-style-type: none"> <li>Windgap review complaint data as required to evaluate the effectiveness of the complaint process and amend where necessary.</li> </ul>



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	<ul style="list-style-type: none"> <li>The Chief Executive Officer will provide regular feedback to the Board of Windgap relating to the effectiveness of complaint, feedback and grievance procedures.</li> </ul>	
<b>References</b>	Workplace Conduct Policy Complaints and Dispute Resolution Procedure Grievance Procedure	
<b>Administration</b>	<b>Responsibility</b>	<b>Action</b>
	Compliance Manager	<ul style="list-style-type: none"> <li>Oversee and facilitate complaints received by Windgap</li> </ul>
<b>About this release</b>		
<b>Title</b>	Complaints and Feedback Policy	
<b>Reviewed by</b>	HR Manager, CEO, Law Review	
<b>Next review date</b>	August 2024	
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<b>Changes in this issue</b>	Law Review	
<b>Authorisation</b>		
<b>Chief Executive Officer</b>		

