

POLICY 2.6 – COMPLAINTS

Purpose

Wonderland Community Services (WCS) Pty Ltd values all forms of feedback as a critical tool for continuous improvement. We are committed to fostering a safe, responsive, and respectful environment for participants/young persons, their families, advocates, staff, other providers, and the broader community.

This policy outlines the framework for receiving, managing, resolving, and recording complaints in accordance with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and the Human Services Quality Standards.

Policy Statement

WCS recognises the right of all individuals to provide feedback, including complaints, about our services and supports. We ensure all complaints are managed in a fair, timely, accessible, and transparent manner and used to drive improvements across the organisation.

WCS is committed to ensuring that:

1. Complaint information and forms are accessible on the WCS website and available in easy-to-read formats.
2. Complaints are acknowledged within 48 hours of receipt.
3. Progress updates are provided within 7 days.
4. Complainants and relevant stakeholders are kept informed throughout the complaint resolution process.
5. Independent mediation is offered where complaints cannot be resolved internally.
6. Complainants are supported to access external agencies, such as the NDIS Commission, if appropriate.
7. Complaints are used to inform continuous improvement in services, policies, and procedures.

Participant/Young Person Complaints

Procedures

- Supported by:
 - Complaints, Compliments and Suggestions Form
 - Incident Report Form
 - Reportable Incident Report Form
- All complaints are logged in the Complaints Register (MONDAY.COM) and raised at the weekly Senior Management meeting.
- Immediate acknowledgement and responsive action are required.
- Updates and outcomes are communicated to the complainant. Outstanding complaints remain on the meeting agenda until resolved.
- Referral to the NDIS Commission or mediation services is offered where appropriate.

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Staff Complaints (Against Another Staff Member)

Procedures

- All complaints are to be submitted using formal documentation and emailed confidentially to the Site Manager.
- No complaints documentation is to be shared publicly, either internally or externally.
- Verbal complaints must be put in writing unless the staff member feels intimidated or unsafe doing so.
- Low-level complaints (e.g., punctuality, work habits) may be managed by the Site Manager.
- Serious complaints (e.g., bullying, safety concerns, illegal activity) must be escalated to the CEO/Director.
- Multiple complaints against a staff member must be reported to the CEO/Director regardless of initial severity.

Community-Based Complaints

Procedures

- As with participant complaints, these are logged in the Complaints Register and discussed during the weekly Senior Management meeting.
- Feedback is acknowledged immediately and updates are provided throughout the resolution process.
- Options for mediation or referral to external bodies are provided to community members where necessary.

Investigating Complaints

Responsible Officer: CEO/Director

Delegated Officer: Site Manager

- In case of perceived bias or conflict of interest, an independent mediator may be appointed.
- All investigations must be confidential, fair, and objective.
- Efforts will be made to support victims and to provide avenues for those responsible to make amends and change behaviour.
- Outcomes may be recorded in staff files where relevant.

Compliance with Legislative Requirements

This policy aligns with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, including:

- Right to make complaints (including anonymously)
- Support for all complainants
- Procedural fairness
- Non-retaliation and confidentiality
- Accessible documentation and training for staff
- Complaints record-keeping for 7 years
- Reporting to the NDIS Commission where required

WCS will also:

- Regularly review its complaints system
- Maintain appropriate complaint records (action taken, outcomes)
- Analyse complaints data to identify systemic issues

Human Services Quality Standards (Standard 5):

WCS ensures that:

- Complaints systems are fair, accessible and accountable (Indicator 5.1)
- Information is effectively communicated to all stakeholders (Indicator 5.2)
- External avenues for complaints are provided (Indicator 5.3)
- Complaints and feedback lead to ongoing improvements (Indicator 5.4)

Roles and Responsibilities

Role	Responsibility
CEO/Director	Oversee complaint resolution, escalate serious complaints, ensure legislative compliance.
Site Manager	Receive and investigate complaints, manage low-level staff matters, report trends.
All Staff	Be familiar with the complaints process, handle complaints with respect and confidentiality, comply with training requirements.

Accessibility and Support

WCS provides assistance to all individuals who wish to make a complaint. Support may include communication assistance, advocates, interpreters, or referral to independent agencies. Details about how to lodge complaints with WCS, the NDIS Quality and Safeguards Commission or Child Safety QLD are made publicly available.

DATE	PERSON/S	DETAILS
06708.2025	Becci Fazldeen	Review and update
24.01.2025	Ashleigh Davis	Review and update
23.02.2024	Bronwyn McMullen	Review and update