

Introduction

Welcome to Scarlet Row Plan Management.

As part of our commitment to great service and the NDIS program, we will provide each client with our complaints handling and incident management process, should the need arise. Complaints and incidents are lodged, tracked and actioned as required as per NDIS regulations and throughout the process clients will be kept informed and all information will be kept confidential, as per NDIS and Privacy rules and regulations.

Persons with disability may face multiple barriers to making a complaint about their support or services. These include lack of experience asserting their rights as consumers, fear of retribution, negative experiences with complaints systems (including not being believed) and difficulty communicating what happened without support. Additionally, in the case of violence, neglect and abuse, people can face substantial barriers to making a complaint. Feedback provided can be used by Scarlet Row to drive change and improvements in the service provision.

Complaints Handling

What is a Complaint?

A complaint is an expression of dissatisfaction with the support or service provided.

How can you make a complaint?

You can raise a complaint directly to the business by one of the following ways:

- Reporting it directly to a staff member.
- Completing a complaints and feedback form on our website.
- Writing to us, 194 Varsity Pde, Varsity Lakes, QLD 4218
- Telephone – 1300 393 414
- Emailing admin@scarletrow.com.au

Complaints can remain anonymous if you wish, you can opt to not divulge your personal information, whether in writing or on the phone when giving details of the complaint.

For more information on how to make a complaint, please refer to our document “How to make a complaint about your service provider”, available on our website.

Complaints to the NDIS

We always want our Clients to contact us first. We will do everything we can to fix the issue.

However, every Client can raise a complaint or concern about our service directly to the NDIS. This can be done by one of the following ways:

- Phoning: 1800 035 544 (free call from landlines)
- [National Relay Service](#) and ask for 1800 035 544.
- Completing an online complaint via www.ndiscommission.gov.au

For more information on how to make a complaint, please refer to our document “How to make a complaint about your service provider”, available on our website.

How we manage complaints

1. **We acknowledge** – within five business days of receiving your complaint we will acknowledge receipt of your complaint.
2. **We review** – we undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
3. **We investigate** – within 10 business days of receiving your complaint we will assess and investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information that could assist us in investigating your complaint.
4. **We respond** – Following our investigation we will notify you of our findings and any actions we may take or implement in an effort to resolve the complaint.
5. **We take action** – we will complete a complaints action form and where appropriate, we amend our business practices or policies.
6. **We record** - we will record your complaint in our complaints register and in Brevity for continuous improvement process and monitoring through regular review. Any personal information will be recorded and stored in accordance with relevant privacy legislation and NDIS requirements.
7. **We Report** – we will report back to the client/their representative regarding the decision and the reason for the decision of the complaint ideally within 21 business days of receiving the complaint.
8. **We Support** - Provide appropriate support and assistance for the client/ their representative, to contact the Commissioner if they are not satisfied with the outcome of the complaint.

Incident Management

What is an Incident?

An incident may involve:

- The death of a person with disability.
- Illness or serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.
- Loss of a person or property under the care of service providers
- Aggression or bullying

How can you report an incident?

All incidents must be reported to Scarlet Row Plan Management as soon as practicable.

The incident can also be reported on our incident report form, which can be downloaded from our website or will be provided if required.

You can report an incident to the business by one of the following ways:

- Reporting it directly to a staff member.
- Writing to us, 194 Varsity Pde, Varsity Lakes, QLD 4218
- Telephone – 1300 393 414
- Emailing admin@scarletrow.com.au

How we manage incidents

If you are involved in an incident, we will take all reasonable steps to prevent harm and provide the support and services you may require.

All reported incidents will be treated seriously and investigated accordingly. All relevant outcomes of the investigation will be communicated to the Client.

Where an investigation identifies a corrective action, it will be recorded and actioned.

For more information about incidents and how we handle them, please refer to our "Incident Management Policy and Procedure" available on our website or by request.