

Complaints Handling Policy and Procedure

Objective of the Policy

Out Doors Inc seeks to maintain and enhance our reputation of providing high quality services. We value complaints as they assist us to improve our services and participant outcomes.

Out Doors Inc is committed to being responsive to the needs and concerns of our current and potential participants and other stakeholders. We aim to resolve your complaint as quickly as possible.

This policy has been designed to provide guidance to participants and stakeholders on the manner in which **Out Doors Inc** receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes, which is simple, accessible, easy to use and available at no cost.
 - Both you and our staff understand our complaints handling process.
 - Your complaint is considered on its merits, investigated impartially with a balanced view of all information or evidence, consistent with a rights-based approach.
 - We take reasonable steps to actively protect your personal information.
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How a complaint can be made?

If you are dissatisfied with a service provided by us, you should in the first instance consider speaking directly with the staff member/s involved. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By completing an online complaints form available on our website here <https://www.outdoorsinc.org.au/about-us/policies-and-statements/#complaints> or using the below QR Code:



- By telephoning us on 03 9417 2111 and asking to speak to the Program Manager or CEO (if your complaint relates to the Program Manager or other managerial staff)
- By writing to us 17 Stubbs St KENSINGTON VIC 3031, addressing your letter to the Program Manager or CEO as appropriate
- By emailing us compliance@outdoorsinc.org.au

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Anonymous Complaints

Out Doors Inc encourages people to submit feedback and complaints anonymously if they would like to do so. However, doing so will mean we may not be able to follow up your complaint/grievance any further after it is submitted.

If you have a serious complaint you would like to raise anonymously, it is strongly recommended you provide the contact details for an intermediary/representative to act on your behalf, such as a support worker, friend, lawyer, etc so we can make further investigations and ensure your complaint is resolved.

Information to provide in your complaint

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details (or that of a representative acting on your behalf), unless you decide to lodge the complaint anonymously.
- The staff member(s) you have feedback or complaints about.
- The nature of the complaint.
- Details of any steps you have already taken to resolve the complaint.
- Details of conversations you may have had with us that may be relevant to your complaint.
- Copies of any documentation which supports your complaint.
- How you would like to see the complaint resolved.

Help when making a complaint

Out Doors Inc will provide you with any assistance you may need to make your complaint. During the process of making a complaint and while we investigate it, you are entitled to a representative of your choice.

How we will handle your complaint

Out Doors Inc is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within **five (5) business days**. Once your complaint has been received, we will undertake an initial review of your complaint.

We are committed to resolving your complaint within **ten (10) business days** of you lodging your complaint, however, this may not always be possible on every occasion.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the status of your complaint at any time by contacting us.

Escalation and Appeals

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, it will be investigated as outlined above.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request that your complaint is referred to the Out Doors Inc Council for further review.

Alternatively, you can also appeal to a relevant external authority for external review. Depending on the nature of the complaint and your circumstances this could include:

- Mental Health Commissioner via telephone on 1800 246 054 or by mail to: Level 26, 570 Bourke Street, Melbourne VIC 3000. help@mhcc.vic.gov.au
- Privacy Victoria on 1300 666 444 or by mail to: Level 11, 10-16 Queen Street, Melbourne Vic 3000, Australia
- The Victorian Equal Opportunity and Human Rights Commission on 1300 891 848 or by mail to: Level 3, 204 Lygon Street Carlton, Vic, 3053
- NDIS Commission on 1800 035 544 or by mail to: NDIS Quality and Safeguards Commission PO Box 210 Penrith NSW 2750

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. Out Doors is committed to maintaining the confidentiality of information throughout the complaints process.

Any personal information we collect from you will be used to investigate your complaint/feedback and correspond with you.

We are committed to protecting your privacy and processing your Personal Information fairly and lawfully in accordance with Privacy laws and regulations. How we collect, use and disclose your personal information is explained in our privacy policy: <https://www.outdoorsinc.org.au/privacy-policy/>

Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure, or we are required to disclose the information by law.

History

Date	Version	Reason for revision
Apr 2023	1.0	Issue version