

## COMPLAINT POLICY

### Background

- (A) Divergent Health values complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services.
- (B) There may be times where Divergent Health does not meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the service we deliver.
- (C) Divergent Health's complaint management and resolution system complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and National Disability Insurance Scheme (Code of Conduct) Rules 2018.
- (D) All Divergent Health employees are aware of, trained in, and comply with the required procedures in relation to complaints handling.

### 1. Policy

- (a) Compliments, complaints and other feedback provide Divergent Health with valuable information about participant satisfaction and an opportunity to improve upon all aspects of our service.
- (b) Divergent Health ensures you can easily make a complaint and have it dealt with fairly and quickly.
- (c) Divergent Health makes information available to you and other stakeholders about how to make a complaint to it, the NDIS Commissioner and any other relevant body. Divergent Health keeps adequate records about complaints received.
- (d) All complaints and related information will be handled with the utmost confidentiality to protect the privacy of individuals involved in the complaints process.
- (e) This Complaint Policy will be subject to regular review and assessment to ensure its effectiveness and alignment with best practices. Any necessary updates or improvements will be made to the policy as required.
- (f) Divergent Health will take all necessary measures to ensure the handling of sensitive information in complaints is in accordance with privacy laws and regulations.

### 2. Procedure for lodging complaints

Divergent Health has a structured approach to resolving complaints.

## 2.1. Speak with a member of the Divergent Health team

To lodge a complaint, you are encouraged to speak directly to a staff member first, in an attempt to resolve the matter without recourse to Divergent Health's complaints procedures.

Staff will:

- (a) listen openly to the concerns being raised by you;
- (b) ask you what outcome you are seeking;
- (c) inform you of the complaint process and how to formally make a complaint to Divergent Health, the NDIS Commissioner or other complaints body and the time the process takes.

If your complaint cannot be resolved within 24 hours, it will be referred to Divergent Health's Director of Operations. The Director of Operations will advise the person of their right to lodge a formal complaint if they have not already done so, with the assistance of a support person or advocate if they wish.

## 2.2. Lodge a formal complaint

- (a) If you are dissatisfied with the service provided by Divergent Health, you can lodge a complaint with us.
- (b) Please include in your complaint the following details:
  - (i) your name and contact details;
  - (ii) the nature of the complaint;
  - (iii) details of any steps you have already taken to resolve the complaint;
  - (iv) details of conversations you may have had with us that may be relevant to your complaint and;
  - (v) copies of any documentation which may be relevant.
- (c) Formal complaints can be lodged through the following channels:
  - (i) verbally, with a staff member;
  - (ii) by email to [complaints@divergenthealth.com.au](mailto:complaints@divergenthealth.com.au);
  - (iii) by phone on +61403623965;
  - (iv) or in writing to 34B Kelton Street, Cardiff, New South Wales, 2285
- (d) Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.
- (e) Complaints made to Divergent Health, the NDIS Commission and other complaints bodies can be withdrawn at any time.

## 3. Support provided by Divergent Health

- (a) Despite 2.2(b)(i), you nonetheless have the option of lodging their complaint anonymously using any of the above channels.

- (b) Complaints and feedback can be lodged by a third party on behalf of another person, if their consent or the consent of their legal representative has been provided.
- (c) At any time, you can make a complaint about Divergent Health or the support we provide to the NDIS Commission or other external complaints bodies.
- (d) Staff will assist complainants or people with disability affected by complaints to contact the NDIS Commission or other complaints body, where this is required.
- (e) You will be encouraged to use an advocate of your choice to act on your behalf if you so wish. The advocate may be a family member or friend, or sourced (with assistance from staff if required) through the National Disability Advocacy Program.
- (f) Staff will take all reasonable steps to ensure complainants or people with disability affected by complaints are not adversely affected or fear retribution because a complaint has been made by them or on their behalf.
- (g) Where a complaint about Divergent Health is made to the NDIS Commission, all staff will:
  - (i) comply with any orders or requests made by the NDIS Commission; and
  - (ii) assist in any resolution process or inquiry undertaken by the NDIS Commission.

#### **4. Evaluation of complaints**

- (a) We will take note of what information you provide to us. This information will be passed on to the appropriate department of Divergent Health to deal with the complaint.
- (b) Investigation of complaints will not be conducted by a person about whom a complaint has been made, or a person who has a conflict of interest in the matter.
- (c) All parties involved in a complaint will be provided with procedural fairness and with the support and information necessary to participate in the complaints process.

#### **5. Response**

- (a) Divergent Health will respond to all complaints as soon as possible and within 3 days from acknowledgement.
- (b) Once we have finalised your complaint, we will advise you of our findings and any action we have taken.