**PURPOSE**

Mobo Group is committed to ensuring this procedure investigates and supports the rights of all individuals to raise any concerns in a non-threatening and confidential manner.

This procedure outlines the process for receiving and handling complaints and grievances, regardless of whether the complaint/grievance is received anonymously, via a face-to-face meeting, verbally by phone, or in writing such as letter or email.

**SCOPE**

This procedure applies to all Mobo Group, which includes the Board of Directors, Staff, NDIS Participants, Clients, Advocate, Contractors, Visitors and Volunteers.

**DEFINITIONS**

**Complaint/Grievance**

A complaint can be more informal – it refers to any accusation, allegation, or charge (oral or written). A workplace grievance refers to a formal complaint raised by an employee to an employer.

A complaint/grievance can be any type of problem, concern or complaint related to a person’s work or the work environment. A personal grievance can be about any act behaviour, omission, situation or decision impacting on the person, that the person thinks is unfair or unjustified.

**Directors** – Individuals who are elected as Mobo Group Board of Directors.

**Staff** – People employed by Mobo Group who are not NDIS participants.

**NDIS participants** – People who receive NIDS funding and are employed by Mobo Group.

**Clients** – People who choose to register with Mobo Group Employment Service.

**Advocate** – Are an independent nominated person/s by a NDIS participant and or Client to provide support and assistance.

**Contractor**  - A person or business which undertakes a contract to provide materials or labour to perform a service or job at a cost to Mobo Group. Contractors hold their own ABN, provide their own insurances, licencing requirements and taxation requirements.

**Visitors** – Are people who attend a Mobo Group site for meetings, inspections and site visits.

**Volunteers** – Are people who aid services and support to Mobo Group without fee or charges.

In case of potential or actual breach of the NDIS or Codes of Conduct those involved may be immediately stood down with full pay, pending investigation.

**IMPLEMENTATION**

The implementation of this procedure will ensure we:

* Actively listen and receive the complaint/grievance in an open manner.
* Provide an outline and overview of the complaints/grievance handling process and how it is to work to the benefit of all parties for all types of complaints/grievances received.
* Ensure a transparent, efficient, fair and accessible complaints/grievance handling process exists for everyone.
* Encourage a uniform approach to the management of any complaint/grievance received.
* Ensure all complaints/grievances received are handled in a timely and confidential manner.
* Encourage a streamlined response to complaints within 2 working days for feedback, with incident appropriate resolution time frames being dependent upon the individual circumstances.
* Monitor and document all complaints received.
* Ensure everyone actively promote a commitment to the complaints/grievances process.
* Ensure all complaints/grievances are actioned without delay with notice through to the Chief Executive Officer (CEO).
* Acknowledge and adopt a Continuous Improvement (CI) approach to all complaints evidenced by actions which are raised and registered on the Continuous Improvement Action Plan (CIAP) Register for monitoring and follow up.
* Ensure everyone is informed they have the right to access any necessary advocacy, independent information, support, advice and representation so they can provide feedback.
* All complaints/grievances received, will follow the privacy and confidentiality rights.

Upon receiving a complaint/grievance from any person, the person receiving the complaint should follow the below process:

1. Actively listen to or receive the complaint/grievance without interruption, taking care to record details and determine the exact nature of the complaint/grievance, recording it on CIAP.
2. All written complaints/grievances shall be referred to the relevant Manager and CEO with any supporting information and documentation available.
3. Resolve if possible, within the delegation’s limits and / or inform the complainant of the next steps to be taken.
4. Alert the relevant Manager and CEO and provide Information on the complaint and include relevant information to assist the investigation and outcome determination.
5. Evidence acknowledging the complaint/grievance for the complainant is necessary within 2 working days or sooner where possible. This may be by way of diary record of verbal communications, meeting records or where appropriate, written correspondence forwarded to the complainant.
6. Reassure the complainant the matter is being taken seriously and that you will take action to assist in finding a resolution and will keep them informed of the status.
7. Collect all facts to undertake any necessary investigation and to seek assistance from management as necessary in determining a resolution in accordance with delegation of authority.
8. Continue to assist with investigations to facilitate a prompt resolution for the complainant.
9. Follow up, if applicable, in accordance with support and direction from Management and the CEO as required.
10. Management and / or CEO will provide support, assistance and feedback to all parties involved in the complaint as necessary.

Monitor the outcome of action taken ensuring all person’s necessary are advised of the matter and corrective actions to prevent any recurrence are well documented and completed.

In the case of a complaint about the CEO, the individual complainant may contact the Board Chair by email to the address, [BoardChair@mobogroup.com.au](mailto:BoardChair@mobogroup.com.au) or through the Executive Assistant by calling 08 8130 1800, who will coordinate direct contact with the Board Chair for the complainant.

In the event any complaint/grievance raises an issue that concerns the possible commitment of a criminal offence or of a NDIS Commission Reportable Incident, then the matter will be referred to the appropriate law enforcement agency for immediate attention. Mobo Group will comply with any relevant mandatory reporting or other obligation it has under the NDIS Practice Standards and Quality Indicators and Australian law.

**INFORMATION TO BE RECORDED IN CIAP**

All information received shall include:

* Name & contact details of the complainant.
* Location of where the complaint/grievance has occurred or is associated.
* Date and time of the complaint/grievance.
* Brief outline of the complaint/grievance, noting not to use names of those involved.
* Name of manager/delegate conducting the investigation (if applicable).

Full details of complaints/grievances, investigation and outcomes must be recorded in the Complaints Register, which is managed by the Executive Manager Quality and Compliance.

**RESOLUTION**

All efforts will be made to resolve a complaint/grievance quickly, to reduce distress to the complainant and others involved where possible.

There is an informal and formal process to resolution:

* Try to resolve the matter with the person concerned.
* If it can’t be resolved by talking to the person, or you feel you cannot approach them to discuss the issue, then approach your manager.
* If the complaint/grievance is against your manager, then you may contact the Executive Manager People and Culture (EMPC) or CEO who will act independently in the event either party is involved or associated with the complaint. In such circumstance, ether the EMPC or CEO will facilitate the process to resolving the matter.
* If you consider the issue not resolved satisfactorily after the above steps, you can lodge a formal complaint by completing a report form and lodging with the HOPC or CEO.

Upon receiving the formal complaint, the EMPC or CEO will commence a review and investigation of the compliant received which will involve interviewing those involved in the complaint/grievance.

On completion of the investigation, the EMPC or CEO will advise the complainant of the outcome and if all those involved are happy with the information provided the complaint can be closed.

If the complaint/grievance is not resolved, an external provider may be contacted to help with the resolution.

Update CIAP and close when actions have been completed. Noting all information and evidence of actions taken to be updated on the Complaints Register.

**DIRECT REPORTING PERSON**

|  |  |
| --- | --- |
| **Individual** | **Reporting Person** |
| NDIS Participant | Supervisor |
| Staff member | Reporting Manager |
| Volunteer | Reporting Manager |
| Customer | Business Development Manager |
| Advocate | Manager |

**MAKING A COMPLAINT TO THE NDIS QUALITY AND SAFEGUARDING COMMISSION**

NDIS Participants and advocates may make a complaint directly to the NDIS Commission about the quality of services received from Mobo Group. Participants do not have to raise a complaint with staff at Mobo Group before approaching the NDIS Commission for help.

A participant and advocates may make a complaint directly to the NDIS Commission about the following, but not limited to issues:

* A support or service has not been delivered in a safe, respectful or appropriate way by Mobo Group.
* How a complaint has been addressed at Mobo Group.
* How an advocate or carer has been treated by Mobo Group.

Anyone can make a complaint to the NDIS Commission about the provision of supports and services by an NDIS provider. This includes people with disability, their families, friends, carers, advocates or guardians, workers (including volunteers) of an NDIS provider or any other person who wishes to make a complaint.

In the event of a NDIS participant requesting assistance to make a complaint directly to the NDIS Commission about service delivery, the Employment Development Officer or delegate will provide support to the participant in completing this task.

A complaint can be made to the NDIS Commission by phoning 1800 035 544 or TTY 133 677 or visiting the NDIS Commission website at <https://www.ndiscommission.gov.au/participants/complaints>.

Appropriate records will be kept relating to complaints and statistical data will be provided to the NDIS Commission upon request.