

## STATEMENT AND PRINCIPLES

Summit Community Network (Summit) will endeavour to provide a fair and just working environment, by aiming to ensure that clients have access to processes for the resolution of genuine complaints related to the care or services they receive and their right to complain to the NDIS Safeguards and Quality Commission at any time. Summit will ensure that complaints are handled in line with the NDIS Safeguards and Quality Commission *Effective Complaint Handling Guidelines for NDIS Providers* which can be viewed at: <https://www.ndiscommission.gov.au/providers/complaints-management>

As such, we will

- Use reasonable endeavours to deal with complaints in a supportive way and support the person in lodging a complaint with the NDIS Safeguards and Quality Commission at any time
- Encourage fairness, impartiality and the resolution of complaints as reasonably promptly and as close as possible to the source of the complaint
- Have managers and supervisors seek to prevent and resolve complaints.
- Document and manage complaints and the process of resolution to ensure continuous improvement to Summit Disability Networks policy and procedures.
- Take all complaints seriously and assess and manage in accordance with the Complaints Assessment Matrix.

All complaints will be

- Acknowledged, investigated and remediated.
- Handled in a fair and positive manner with confidentiality maintained throughout the process and recorded on the Complaints Register for future reference and continuous improvement.

## WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction made to Summit from a person and can relate to almost any aspect of service including:

- Access to existing services or lack of services
- Timeliness or responsiveness of services
- Appropriate attitude or behaviour or Code of Ethical Conduct breaches by employees
- Privacy and handling of personal information
- Content relating to Summit's operating services
- Quality of care provided

If a person is not happy with the provision of supports, avenues for providing feedback and complaints are readily available and are promoted on the organisation's website [www.scn.org.au](http://www.scn.org.au) and in promotional material that will be available to all people associated with Summit.

If the person is not satisfied or does not want to talk to Summit they can contact the NDIS Safeguards and Quality Commission by calling 1800 035 544 (free call from landlines) or



TTY 133 677 (interpreters can be arranged), visiting one of their offices in person, or visiting [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) for further information.