

# COMPLAINTS, FEEDBACK, DISPUTES & WHISTLEBLOWER POLICY



*Sunnyfield's complaints and feedback system complies with the NDIS (Complaints Management and Resolution) Rules 2018, the Corporations Act, and ensures that complaints, feedback and disputes are effectively and fairly handled, documented and used as opportunities for improvement.*

## **Our key principles in managing complaints, feedback, disputes and whistleblower reported matters are:**

- To promote client and families' freedom to give positive and negative feedback, including complaints and suggestions, about all aspects of Sunnyfield's services and supports, without fear of retribution, diminished and/or lost service.
- To respond appropriately, transparently, equitably, and consistently address in a timely manner, individual complainants and their complaints, and all forms of feedback received by Sunnyfield.
- To have and communicate an independent whistleblower service for complainants who wish to make disclosures that qualify for whistleblower protections or raise other complaints in this way.
- To provide that persons making a complaint, whistleblower disclosure, and any person with disability affected by the complaint, the opportunity for involvement in its resolution and that they are kept informed of progress towards resolution, including any action taken, the reasons for any decisions made and options for review of such decisions.
- To have a robust whistleblowing policy whereby whistleblowers are provided with information in relation to the types of disclosures that qualify for whistleblower protection, how to make disclosures, to whom disclosures can be made, legal protections, support and protection from detriment, how disclosures will be investigated, and how Sunnyfield will ensure fair treatment of staff mentioned in such disclosures.
- To ensure records of complaints, feedback, whistleblower disclosures and disputes show compliance with this policy and related procedures, and include evidence of resolution, actions, and response to complainant.
- To confirm that all records related to complaints, feedback, whistleblower disclosures and disputes will be controlled, managed and where required disclosed in line with our Privacy Policy.
- To recognise that complaint, feedback and praise handling, is a key part and process of Sunnyfield's work and is valued as a driver for continuous improvement.
- To manage unreasonable complainant conduct in a manner that protects staff and Sunnyfield from unreasonable conduct, while ensuring any reasonable concerns are addressed.
- To conduct regular review and analysis (including of themes and trends) of complaints, feedback, whistleblower disclosures and disputes as part of continuous improvement, and to report complaints and feedback, with risk rating, and trends to senior management and the Board.
- To resource the management of complaints, praise, feedback, whistleblower and disputes management

**Caroline Cuddihy - CEO**

