

## **COMPLAINTS POLICY AND PROCEDURE**

Insight is committed to ensuring that any person or organisation using its services or affected by its operations, has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

### **COMMITMENT**

If you make a complaint to Insight you can expect that you will:

- Be treated with respect;
- Be told what to expect while your complaint is being investigated;
- Have the complaint handling process carried out in a fair and open way;
- Be provided with reasons for decisions that are made;
- Have your privacy maintained.

### **WHAT CAN I MAKE A COMPLAINT ABOUT?**

You can make a complaint to Insight about the delivery of any of its services.

A person wishing to make a complaint may do so in writing or verbally to:

- *Toni Ryan – Insight’s Practice Owner*

### **PROCEDURE FOR COMPLAINTS MANAGEMENT**

The person managing the complaint will be responsible for:

- registering the complaint;
- informing the complainant that their complaint has been received (within 10 working days) and providing them with information about the process and time frame;
- informing the complainant of the outcome within 20 working days

### **WHAT IF I AM UNHAPPY WITH THE RESOLUTION?**

If you are not happy with the outcomes of a complaint, you may consider the following options:

- lodge a complaint with the NT Health and Community Services Complaints Commission.
- if you are an NDIS participant you can also lodge a complaint directly with NDIS.
- you may be able to lodge a complaint with the NT Ombudsman. The Ombudsman’s office will determine if it has the power to investigate your complaint.

### **RECORD KEEPING**

A register of complaints will be kept by Insight. The register will be maintained by the Practice Owner and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by Insight in connection with any complaints will be kept for 7 years. The complaints register and files will be confidential, and access is restricted to the Practice Owner.

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