

Feedback & Complaints Policy & Procedure (Summary Version)



AHH Lifeskills values feedback from participants, families, staff, and the community. Feedback helps us improve our services and ensure people feel safe, respected, and supported.

This summary explains how feedback and complaints are handled within AHH Lifeskills.

Your Right to Provide Feedback

Everyone has the right to:

- Provide feedback, compliments, suggestions, or complaints about our services
- Be treated with respect when raising concerns
- Have their complaint taken seriously and addressed fairly
- Make a complaint without fear of negative consequences or changes to their supports
- Receive assistance from a support person, advocate, or interpreter if needed

Feedback is welcomed and used to improve the quality and safety of services.

How to Make a Complaint

Feedback or complaints can be made in several ways:

- Speaking directly with a staff member, Team Leader, or manager
- Calling the AHH Lifeskills office
- Submitting a feedback or complaint form through the website
- Emailing or writing to the organisation
- Completing a complaint form and giving it to staff

Complaints can also be made anonymously if a person prefers.

If someone needs help making a complaint, AHH Lifeskills can assist by providing interpreters, advocates, or support people.

Types of Complaints

Complaints may be handled in different ways depending on their seriousness:

- **Informal complaints:** Minor concerns that can be resolved quickly by staff or managers.
- **Formal complaints:** Concerns that require investigation and a formal response.
- **Serious complaints:** Issues involving safety, possible abuse, misconduct, or significant risks. These are escalated to senior management and may require reporting to the NDIS Commission or other authorities.

How Complaints Are Managed

AHH Lifeskills follows a structured process when managing complaints:

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1. **Complaint received**
Staff listen respectfully and record the details of the complaint.
2. **Acknowledgement**
Complaints are acknowledged within **2 business days**.
3. **Assessment and investigation**
The complaint is reviewed and investigated by the appropriate manager.
4. **Resolution**
Steps are taken to address the issue. This may include:
 - a. Providing an explanation
 - b. Apologising where appropriate
 - c. Making service changes
 - d. Providing additional training or support
 - e. Implementing improvements to prevent future issues
5. **Outcome provided**
The complainant is informed of the outcome, usually within **21 days** where possible.

Confidentiality

All complaints are handled confidentially. Information is only shared with staff involved in resolving the issue or where required by law.

Complaint records are stored securely and maintained in accordance with privacy laws and NDIS requirements.

Continuous Improvement

Complaints and feedback are recorded and reviewed by management. This helps identify trends and opportunities to improve services and support quality.

External Complaint Options

If someone is not comfortable raising a complaint internally, or is not satisfied with the outcome, they can contact external organisations such as:

NDIS Quality and Safeguards Commission

- Phone: 1800 035 544
- Website: www.ndiscommission.gov.au

SA Health and Community Services Complaints Commissioner (HCSCC)

- Phone: 1800 232 007
- Website: www.hcsc.sa.gov.au

People can contact these organisations at any time.

Commitment

www.ahhlifeskills.com/

1300 000 730

Provider No: 40 500 143 29

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AHH Lifeskills is committed to ensuring all complaints are handled fairly, respectfully, and promptly. Feedback is an important part of maintaining safe, high-quality services and improving outcomes for participants. This policy will be reviewed annually, or sooner if necessary.

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