

## Incident and Complaints Management Procedure

Everyone (participants and their families, workers and other providers) at Geelong & Bellarine Podiatry is encouraged to provide feedback, make a complaint or report an incident through; conversations with Allied Health Professionals (AHP), phone calls, emails, directly to reception, our website and third parties such as funding bodies. In line with the focus on participant rights and person-centred care, Geelong & Bellarine Podiatry informs and encourages participants to provide feedback, make a complaint or report an incident through the Service Agreement and conversations with their provider. All incidents, complaints and feedback are used by Geelong & Bellarine Podiatry to evaluate services and to make changes to ensure everyone is safe and satisfied. Information on how to make a complaint or report an incident is provided to participants before services commence and reinforced during support delivery.

### Management of a complaint or incident will be as follows;

- a. The individual making the complaint or reporting an incident may use an independent advocate to assist in the process e.g. a family member, friend, trusted decision-maker or appropriate advocacy service. ([Disability Advocacy Finder](#) will be provided to the participant if required)
- b. Complaints and Incidents may be reported directly to reception staff, provider or indirectly via emailing the Incident and Complaint Form (<https://bellarinepodiatry.com.au/wp-content/uploads/2020/12/client-incident-complaint-report-form.pdf>).
- c. Once the complaint or incident has been received, a Business Director will be notified, who will then contact the complainant as soon as practically possible (within 24 hours).
- d. The incident and/or complaint will be recorded in the Geelong & Bellarine Podiatry Incidents and Complaints Register by a Business Director. Access to the register and any completed forms is limited to senior staff only.
- e. The Director, in collaboration with the complainant, will decide on the course of action. The actions will include/address:
  - How to resolve the complaint
  - Where appropriate, seek feedback from; other clients/participants and/or workers
  - When, how and through whom (e.g. advocate) complainant will be kept informed of progress
  - How to improve the service if/as required e.g. further training of staff, reviewing and enhancing policies and/or procedures, change of personnel, changes to the environment/delivery mode for services.
- f. If mandatory reporting is required, a formal incident investigation will be conducted to explore what led to the complaint and if any steps are required to prevent it occurring again.
 

**Note:** If police are involved in the incident, no internal investigation will commence until the police investigations are complete
- g. If the complainant is not satisfied with the outcomes of the initial discussions, a third party (e.g. colleague, HR professional) will be called in to assist with discussions.
- h. If the complainant is still not satisfied with the way the complaint has been handled or the outcomes achieved, they can contact the [NDIS Quality and Safeguards Commission, National Disability Neglect & Abuse Hotline](#) and /or the ombudsman <https://www.ombudsman.vic.gov.au/complaints/other-ombudsman/>