

# Complaints & Dispute Policy



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## Background

Ready Up Skills (RUS) is a disability support program established for the purpose of supporting people with disabilities to enter the work force. Ready Up Skills services the Newcastle and Hunter Valley region and offers clients programs in upskilling, resume and application preparation, interview skills, job readiness, home help and community access.

Ready Up Skills works within the NDIS standards and governing legislation as well as following up to date industry best practice guidelines.

## Policy Statement

The purpose of this policy is to establish mechanisms for anyone including employees, volunteers, program participants, their carers, friends or family to lodge a complaint or grievance. Complaints are also seen to have an important role in contributing to service improvement within the company.

## Scope

This policy applies to all of the organisations programs and activities. All staff including permanent and casual, contract workers, temporary agency workers, and volunteers are respondent to this policy, while any program participant may utilise the policy and procedure to make a complaint. This policy is owned by the Managing Director.

## Principles

The policy has been framed around natural justice principles and individuals' rights as they are specified in the Standards Australia Complaint Handling Standard AS 4269-1995, the Disability Services Act (1993) and Standard 7 of the Disability Services Standards (1993).

## Definitions

**Complaint** - something that is unsatisfactory or unacceptable brought to the attention of management.

**Grievance** - an official statement of a complaint over something believed to be wrong or unfair.

## Related Policy and Procedures

Complaints and Disputes Procedure  
Complaints and Dispute Form  
Complaints Register  
Complaints Register Instructions

## Related Legislation and Policy

- Carers' Recognition Act 2004

- Disability Services Act 1993 (NSW)
- New South Wales Anti-Discrimination Act 1977
- New South Wales Mental Health Act 2007
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality and Safeguarding Framework

### **Approvals**

Date of approval: 27/11/2020

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Signature of Managing Director: