



ecm

EDUCATIONAL CASE MANAGEMENT  
CLINICAL ALLIED HEALTH SERVICES

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SERVICING NEWCASTLE AND THE HUNTER VALLEY

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## Feedback and Complaint Procedure

**Outcome:** Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

**To achieve this outcome, the following indicators should be demonstrated:**

- A complaints management and resolution system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.
- Each participant is provided with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access advocates. There is a supportive environment for any person who provides feedback and/or makes complaints.
- Demonstrated continuous improvement in complaints and feedback management by regular review of complaint and feedback policies and procedures, seeking of participant views on the accessibility of the complaints management and resolution system, and incorporation of feedback throughout the provider's organisation.
- All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.

### **Introduction:**

ECM Complaint procedure is designed to ensure that all concerns from clients, users parent/guardian/caregiver, family members, advocate for the client, member of the public, stakeholders, community visitor, allied health professionals, Third Party organizations are treated confidentially, seriously, and addressed professionally, promptly and fairly. ECM welcome feedback whether positive or negative, to enable ECM to improve governance, systems and service delivery.

### **Complaint:**

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of the service, policy or procedure, clinician or another person's conduct. Clients are encouraged to complain if they are dissatisfied or feeling disappointed over the service they have received. When a client complains to management there are no adverse repercussions, and the client will continue to be treated with respect and dignity. Participants / clients will not be treated differently or disadvantaged for informing Educational Case Management Pty Ltd of their personal opinion. We will handle all records in accordance with the Privacy Act 1988.

## **How to make a complaint**

- Any person may make a complaint, and you are more than welcome to have an advocate, or someone makes the complaint on your behalf.
- When making a complaint it is recommended that you offer as much detail as possible which will allow for a more effective outcome.
- You can make a complaint to any Educational Case Management employee: Managers, Clinicians, or Administration:  
**Mail:** Attention: General Manager, Educational Case Management  
Unit 3, 56 Hudson Street, Hamilton. 2303 NSW  
**Phone:** (02) 49608060. Talk to Clinician / Administration  
**In person:** Unit 3, 56 Hudson Street Hamilton 2303, Unit 1 or 4/46 Hudson Street Hamilton or Unit 1 Northmall Rutherford.  
**Complaints Form:** Request a complaint form from Administration or download from website: [www.ecmonhudson.com](http://www.ecmonhudson.com)  
**Email:** Administration [info@ecmonhudson.com](mailto:info@ecmonhudson.com)
- Complaint forms can be downloaded off the ECM website: [ecmonhudson.com](http://ecmonhudson.com) or you may request a form from Managers, Clinicians, or Administration.
- An Easy Read version is available (on request)
- When the complaint is made about a clinician, Management will oversee the complaint process – confidentially. Managers take potential clinical misconduct very seriously.
- If you feel more comfortable making the complaint directly to the General Manager, please address your complaint directly to the General Manager who responds to complaints within a timely fashion, and within 24 hours if deemed a serious issue.
- Your feedback can be provided to us anonymously, however if you would like us to make a change directly relating to your particular service or circumstances, it is helpful for us to know who you are, so we can address it as quickly as possible.
- If you need assistance with English, you can telephone 131 450 for Translating and Interpreting Service National, which offers support for over 120 languages and dialects at any time of the day or night
- If you feel that ECM complaints procedure has not managed the complaint about e.g. health practitioner professional appropriately or satisfactorily, then you are encouraged to contact the
  - a) [Health Care Complaints Commission - NSW Health Care Complaints Commission](#) and complete the online complaint form or call 1800 043 159 for further information.
  - b) If NDIS participant- lodge a complaint with the NDIS Quality and Safeguards Commission by Phoning: 1800 035 544 or completing a complaint contact form on their website [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
  - c) Australian Health Practitioner Regulation Agency (AHPRA)

## **What details do we need to be able to respond to a complaint effectively.**

- your name and contact information (recommended)
- if you are making the complaint on behalf of another please state your relationship with the client
- the name of the clinician(s) you are concerned about or the process(s) at ECM that you are concerned about.
- Describe your concerns and list specifically how these concerns are impacting on you
- Indicate what outcome you feel would be fair. What are you hoping to achieve.
- Request a meeting with management if you feel that you need to express in greater detail your dissatisfaction with the service provided and /or clinician.

**What happens after you make the complaint**

- Management will respond to the complaint immediately if possible and not too involved. Discipline Managers will manage all complaints with Multidisciplinary Manager
- Management may take longer to respond to the complaint if it involves a clinician(s)
- Management – regardless of severity, will always acknowledge the complaint withing 14 days of receiving the complaint- this is likely to involve a Manager contacting you via phone.
- All complaints are discussed in Management Meetings where they will be assessed effectively.
- If further investigation is required, this may take a longer time. Managers will keep the complainant well informed via phone, email or writing
- A complaint register is held on ECM Microsoft Management system -Intranet with Restricted access (Refer to ECM Privacy Policy)
- Managers may register the complaint on ECM’s Human Resource platform (EnableHR) if the complaint is related to the conduct of a clinician
- If the outcome is perceived to be unsatisfactory on your behalf, then further discussion involving all parties will occur.
- While we are committed to resolving complaints within 30 days whenever possible, external reviews will have their own timeframes.

**Alternative process to be considered by participant / client**

**Family Advocacy** Phone: (02) 9869 0866 Fax: (02) 9869 0722 Toll free: 1800 620588 Email: [communications@familyadvocacy.com](mailto:communications@familyadvocacy.com) [www.familyadvocacy.com](http://www.familyadvocacy.com)

**NSW Police** (for violence or threats of violence) The Police Assistance Line (131444) operates 24hrs a day, 7 days a week

**Office of the Public Guardian** Phone (02) 8688 2650 Email: [informationssupport@opg.nsw.gov.au](mailto:informationssupport@opg.nsw.gov.au), [www.publicguardian.justice.nsw.gov.au](http://www.publicguardian.justice.nsw.gov.au)

**Legal Aid NSW** Toll free: 1300 888 529 [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

**Anti-Discrimination Board** [complaintsadb@agd.nsw.gov.au](mailto:complaintsadb@agd.nsw.gov.au)  
Newcastle office Suite 5, Level 5, 400 Hunter Street, Newcastle NSW 2300 PO

**Office of the Australian Information Commissioner** Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) Post: GPO Box 5218, Sydney NSW 2001

**National Disability Insurance Scheme** Phone: 1800 800 110 [www.ndis.gov.au](http://www.ndis.gov.au)

**Complaints Resolution & Referral Service** Phone: 1800 880 052 [www.crrs.net.au](http://www.crrs.net.au)

**NSW Ombudsman** Phone: (02) 9286 1000 Toll free: 1800 451 524 TTY: (02) 9624 8050 Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au) [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

| <b>Policy reviews and version tracking</b>   |                     |          |                    |
|--|---------------------|----------|--------------------|
| <b>Approved by</b>   | <b>Date Created</b> |          | <b>Review Date</b> |
| ECM Management Standards 2019<br><a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a> | 14/02/2018          | 05/09/19 | 05/02/2021         |
| ECM Management Standards 2019<br><a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a> | 05/02/2022          | 05/02/22 | 01/10/2022         |
| ECM Management Standards 2019<br><a href="https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared">https://ecmonhudsoncom.sharepoint.com/sites/DocumentControl/Shared</a> | 08/10/2024          |          | 08/10/2026         |