

Complaint Policy

This policy is intended to ensure that ABA for Change handle complaints fairly, efficiently and effectively. Our complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.

This policy provides guidance on the key principles and concepts of our complaint management system to our staff and people who wish to make a complaint.

Codes of Conduct

Code of Conduct for Unregistered Health Providers

ABA FOR CHANGE PTY LTD adhere to the Code of Conduct for Unregistered Health Providers as set out by Health and Community Services Complaints Commissioner (HCSCC)

<http://www.hcsc.sa.gov.au/information-code-conduct-unregistered-health-practitioners/>

The Code of Conduct for Unregistered Health Practitioners establishes:

1. A range of minimum standards for unregistered health practitioners
2. Additional powers to HCSCC if an unregistered health practitioner is found to have breached the Code.

For the complete Code of Conduct see this link

http://www.hcsc.sa.gov.au/wp-content/uploads/2013/12/h_Plain-English-Version-Code-of-Conduct.pdf

For an Easy Read version of the Code of Conduct see this link

<http://www.hcsc.sa.gov.au/wp-content/uploads/2014/09/Code-of-Coduct-for-Unregistered-Health-Practitioners-easier-to-read-version.pdf>

Professional and Ethical Compliance Code

All Board Certified Behavior Analysts (BCBAs) and Board Certified Assistant Behavior Analysts (BCaBAs) at ABA FOR CHANGE PTY LTD also adhere to the Professional and Ethical Compliance Code as set out by The Behaviour Analyst Certification Board <https://www.bacb.com>

For the complete Professional and Ethical Compliance Code see this link

<https://www.bacb.com/ethics/ethics-code/>

Making a Complaint

ABA FOR CHANGE PTY LTD is committed to ensuring that all consumers, participants, their families, carers and/or advocates are free to raise a complaint, to have their complaint dealt with promptly,

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fairly and in a non-threatening manner and to have their complaint resolved if possible. To ensure that ABA FOR CHANGE PTY LTD's treatment of complaints is fair, we are committed to the following principles:

1. Complaints are viewed positively by us and are a vital component of our commitment to continuous improvement.
2. Consumers/Participants, their families, carers and/or advocates have the right to raise any complaints or concerns regarding any matter related to services provided by ABA FOR CHANGE PTY LTD , and to have their concerns investigated and resolved fairly and quickly;
3. Consumers/Participants, their families, carers and/or advocates raising a complaint can do so without fear of retribution;
4. Consumers/Participants, their families, carers and/or advocates wishing to raise a complaint can do so at any level in the organisation;
5. Consumers/Participants, their families, carers and/or advocates have the right to be informed about the internal and external avenues open to them to raise their concerns, and how their complaint will be handled by ABA FOR CHANGE PTY LTD;
6. The complaints process shall be client oriented, culturally aware, accessible, timely, efficient, and confidential;
7. Consumers/Participants have the right to have a friend or advocate support them in raising their concerns; and
8. Complaint handling shall, whenever possible, focus upon improving existing services.
9. Confidentiality according to our Privacy Policy will be maintained throughout the process
10. We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided

Response to complaints

1. Early resolution: Where possible, complaints will be resolved at first contact with the client's Program Supervisor or the Directors at ABA FOR CHANGE PTY LTD.
2. Unless the complaint has been resolved at the first contact, we will record the complaint and its supporting information. We will acknowledge receipt of each complaint within a reasonable time.
3. After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:
 - How serious, complicated or urgent the complaint is
 - Whether the complaint raises concerns about people's health and safety
 - How the person making the complaint is being affected
 - The risks involved if resolution of the complaint is delayed, and
 - Whether a resolution requires the involvement of other parties.

4. To address a complaint we may gather additional information and further investigate the claims made in the complaint which might involve a third party.
5. We will communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.
6. Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:
 - the outcome of the complaint and any action we took
 - the reason/s for our decision
 - the remedy or resolution/s that we have proposed or put in place, and
 - any options for review that may be available to the complainant, such as an external review or appeal
7. We will keep comprehensive records about:
 - How we managed the complaint
 - The outcome/s of the complaint including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
 - Any outstanding actions that need to be followed up
8. If in the course of investigation, we make any adverse findings about a particular individual, we will consider any applicable privacy obligations under the Privacy and Personal Information Protection Act 1998 and any applicable exemptions in or made pursuant to that Act, before sharing our findings with the person making the complaint.

External Review Options

If a complainant is not satisfied with the way ABA FOR CHANGE PTY LTD is handling their complaint, the following external contacts are available:

HCSCC Enquiry Service

The HCSCC can deal with complaints about health and community services in SA.

Phone: 8226 8666 or 1800 232 007 (country landline in SA)

Email: info@hcscc.sa.gov.au

Website: www.hcscc.sa.gov.au

Download the Plain English version of the Code of Conduct:

<http://www.hcscc.sa.gov.au/wp-content/uploads/2014/09/Code-of-Coduct-for-Unregistered-Health-Practitioners-easier-to-read-version.pdf>

The Behaviour Analyst Certification Board

If the complaints are in relation to the ethical conduct of a Board Certified Behaviour Analyst (BCBA) or a Board Certified Assistant Behavior Analysts (BCaBAs), a notice of alleged violation can be submitted to the Behavior Analysts Certification Board (BACB). The BACB will not address issues with billing. <https://www.bacb.com/notice/>



Managing unreasonable conduct by people making complaints

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us.

Changes to Privacy Policy

Changes to ABA For Change PTY LTD Complaint Policy may be made at any time without notification to clients of ABA For Change PTY LTD.