



# Mighty Mentors – Complaints Policy

## Purpose

This policy ensures that all complaints are handled fairly, promptly, and confidentially. We are committed to continuous improvement and value all feedback from clients, stakeholders, and staff.

## Scope

This policy applies to:

- Clients and their families or representatives
- Stakeholders and support networks
- Employees
- Community members who interact with our services

## Policy Statement

We are committed to delivering a high-quality service, while treating everyone with respect and dignity. Feedback is welcomed as an opportunity to improve our services and resolve any concerns in a constructive and timely manner.

## Principles

- **Accessibility:** Anyone can make a complaint. Assistance will be provided or advocacy arranged if needed.
- **Fairness:** Complaints will be handled impartially and without bias.
- **Confidentiality:** Personal information will be kept confidential unless disclosure is required by law.
- **Responsiveness:** Complaints will be acknowledged within 2 working days and resolved as quickly as possible.
- **No Reprisal:** Making a complaint will not result in any negative consequences

## How to Make a Complaint

You can make a complaint through any of the following methods:

- **Website:** [www.mightymentorswa.com](http://www.mightymentorswa.com)
- **Phone:** 08 6205 4848
- **Email:** [hello@mightymentorswa.com](mailto:hello@mightymentorswa.com)
- **In Person:** Speak to a staff member or manager
- **In Writing:** Mighty Mentors, Unit 9 – 205 Lakeside Drive, Joondalup, WA, 6027

## Complaint Handling Process

1. **Acknowledgement:** All complaints will be acknowledged within 2 working days.
2. **Assessment and Investigation:** The complaint will be reviewed by an appropriate staff member. Complex complaints may be escalated to senior management.
3. **Resolution:** We aim to resolve complaints within 10 working days. The outcome and any actions taken will be communicated to the complainant.
4. **Review and Escalation:** If you are not satisfied with the outcome, you may request an internal review or escalate externally to: NDIS Quality and Safeguards Commission: 1800 035 544 or [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Recording and Monitoring

All complaints will be documented and stored securely. We will regularly review complaints to identify trends and make service improvements.

## Responsibilities

- All staff are responsible for reporting and responding to complaints respectfully and promptly.
- Managers are responsible for ensuring complaints are resolved fairly and in line with this policy.
- Senior Management has overall responsibility for the complaints management system.

## Review

This policy will be reviewed at least annually or more frequently if needed due to legislative or operational changes.