

**Stryder Inc**  
**Section 3 Service Delivery**  
**Policy 3.07 Complaints, Compliments and Feedback**

## Policy Statement

Stryder is committed to ensuring that any person or organisation using its services or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation. All concerns raised will be addressed in ways that ensure access and equity, fairness, accountability and transparency. The aim of this policy is to ensure that all feedback is dealt with in a professional, considerate and consistent manner, and to utilise the process to better understand Stryder's operations and provide information for continuous improvement.

## Policy Principles

- Stryder will ensure complainant's feedback is acted upon promptly fairly, confidentially and without retribution.
- Stryder will ensure that all clients, and their families, carers and advocates are encouraged and supported to raise any concerns they have about the service or organisation.
- All complainants will be treated with respect, recognising that the issue of complaint is important to the complainant.
- Stryder will maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary.
- Stryder will ensure support and advocacy is available to clients who make a complaint and require support, recognising the diverse range of clients Stryder assists. This includes those from culturally and linguistically diverse backgrounds.
- Stryder will deal with all complaints, compliments and feedback in a timely manner and aim to resolve, where possible, and provide a formal response within 10 days of being received.
- Clients who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the Service at a future date.
- Stryder will ensure Team Members are trained in the complaints management process and to encourage and support clients' right to provide feedback to the Service.
- All complaints, compliments and feedback, will be recorded on the corresponding record form and register.

## Process

If the client wishes to give Stryder feedback (including anonymous feedback), the client can talk to the Operations Manager, on 9816 5000 or [transport@stryder.org.au](mailto:transport@stryder.org.au) or PO Box 162, Gladesville, 1675; or via our website [www.stryder.org.au](http://www.stryder.org.au).

If the client is not happy with the provision of supports and wishes to make a further complaint, the client can talk to the General Manager on 9816 5000, [manager@stryder.org.au](mailto:manager@stryder.org.au) or PO Box 162, Gladesville, 1675.

If the client is not satisfied or does not want to talk to this person, the client can contact the Public Officer [public.officer@stryder.org.au](mailto:public.officer@stryder.org.au) or PRIVATE & CONFIDENTIAL, Public Officer, Stryder, PO Box 162, Gladesville, 1675.

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If an NDIS participant wishes to complain about Stryder they can contact the NDIS Quality and Safeguards Commission by calling 1800 035 544.

If an older client who is aged 65 years and older, or Aboriginal and Torres Strait Islander aged 50 and older, wishes to complain about Stryder, they can contact the Aged Care Quality and Safety Commission on 1800 951 822.

**Related Procedures**

- [PRO 3.02-2](#) Client Rights and Responsibilities
- [PRO 3.07-1](#) Complaints, Compliments and Feedback
- [PRO 3.10-1](#) Advocacy

**Related Documents**

- [DOC 3.07-1-1](#) Complaints, Compliment and Feedback Record  
[DOC 3.07-1-4](#) Complaints, Compliments & Feedback Register

**Policy History**

No: 3.07		Complaints, Compliments & Feedback		Date Approved	16/10/12	
Date Policy due to be reviewed	Date Policy Reviewed	Amendments	Positions informed/trained regarding amendments	Method	Date	
	28/10/14	Criminal allegations to be reported to police.	All team members	Staff meeting	May 2017	
21/02/18	05/11/14	Help CALD clients make complaints.	All team members	Staff meeting	May 2017	
15/04/20	27/09/18	Name change	General Manager	Doc control	27/09/18	
01/08/22	03/08/20	Removed obsolete references to standards & amended to comply with NDIS and Aged Care standards.	Management Committee	MC Meeting	21/8/20	