

Name of Policy: Complaints Policy
Date Issued: 30/05/2018
Date of Review: 30/05/2019

Scope

This policy includes information for individuals about how they can make a complaint, the manner in which Pathways ABA addresses complaints, and what to do if you are dissatisfied with the way Pathways ABA is handling your complaint. Pathways ABA is committed to fair, efficient and effective feedback through complaint handling.

Policy Principles

- Individuals, their families, and/or carers have the right to raise any complaints or concerns regarding any matter related to services provided by Pathways ABA, and to have their concerns resolved fairly and quickly;
- Pathways ABA will take all reasonable steps to ensure that people that make a complaint are not adversely affected because a complaint has been made by them or on their behalf;
- Individuals, their families, and/or carers have the right to be informed about the internal and external avenues open to them to raise their concerns and are provided with accessible ways to make a complaint;
- Individuals, their families, and/or carers have the right to maintain privacy and confidentiality when making a complaint;
- Individuals, their families, and/or carers will be listened to and treated with respect by staff and actively involved in the complaint process where possible and appropriate;
- Complaint handling shall, whenever possible, focus upon improving existing services

What can you make a complaint about?

Professional and Ethical Compliance Code

- All Board Certified Behavior Analysts (BCBAs) and Board Certified Assistant Behavior Analysts (BCaBAs) at Pathways ABA 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/>

Administrative Complaints

- Individuals, their families, and /or carers have the right to make complaints about administrative processes, policies, and conduct.

Making a Complaint to Pathways ABA

Where possible, individuals, their families, and/or carers are encouraged to attempt to resolve a complaint directly with Pathways ABA. A complaint can be made using the following avenues:

- In person
- By phone – 0411 274 046
- Email (hayley@pathwaysaba.com.au)

Responding to Complaints

You can expect that your complaint will be acknowledged within 24 hours of Pathways ABA receiving the complaint. After acknowledging receipt of the complaint, we will:

- confirm whether the issues raised in the complaint are within the control of Pathways ABA

- consider the outcome/s sought by the person making a complaint
- where there is more than one issue raised, we will 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
- whether the resolution requires the involvement of other parties
- the risk of harm that may occur if management of the complaint is delayed

After assessing the complaint, we will consider how to manage it by:

- gathering information from the staff member or area that the complaint is about, or
- investigating the claims made in the complaint
- collaborating with the person making the complaint in identifying possible outcomes

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate way. The actions we decide to take will be tailored to each case and take into account any statutory requirements.

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

Throughout the review of the complaint we will keep comprehensive records about:

- the nature of the complaint
- the details of the assessment of the complaint
- how we managed the complaint
- the outcome/s of the complaint and how this reflects on future service provision and service policy
- any outstanding actions that need to be followed up

External Review Options

- If the individual, family and/or carer is not satisfied with the way Pathways ABA is addressing their complaint, the following external contacts are available:
- **Complaints concerning clinical or ethical matters:**
 - Behaviour Analyst Certification Board
 - Email (via website): <https://www.bacb.com/contact-us/>
 - Phone (US): (0011 1) 1-720-438-4321
 - Mail: Behavior Analyst Certification Board
7950 Shaffer Parkway
Littleton, CO 80127
USA
- **Complaints concerning all other matters:**
 - Ombudsman NSW Disability Services
 - Telephone: 1800 451 524
 - Local Number: (02) 9286 1000
 - Email: nswombo@ombo.nsw.gov.au
 - Online: <https://www.ombo.nsw.gov.au/complaints/making-a-complaint>