

Policy Owner: Director

Applies to: Workers, including employees, casual employees, interpreters, volunteers, contractors, consultants, clients, participants, stakeholders, and representatives acting on behalf of Echo Interpreting.

Effective Date: 28 May 2026

Review Cycle: Every 2 years or as legislation changes or operational requirements change

1. Purpose

Echo Interpreting is committed to handling complaints, concerns, and feedback fairly, promptly, respectfully, confidentially, and without retaliation.

Echo Interpreting values feedback as an important part of continuous improvement and is committed to providing accessible and responsive processes for raising concerns about services, conduct, safety, or organisational practices.

This policy establishes a clear, consistent framework for:

- Raising concerns, complaints, or feedback
- Resolving issues early where possible
- Ensuring procedural fairness
- Supporting safe, respectful, and high-quality service delivery
- Meeting applicable legal, safeguarding, and NDIS obligations

2. Scope

This policy applies to:

- Internal workplace concerns involving workers, including employees, casual employees, interpreters, contractors, consultants, or volunteers where applicable
- External complaints or feedback from clients, participants, referrers, stakeholders, or members of the public
- Concerns raised verbally, in Auslan, in writing, electronically, or through a support person where appropriate

This policy covers concerns relating to:

- Conduct or behaviour
- Bullying, harassment, or discrimination or victimisation
- Workplace health and safety or psychosocial safety concerns
- Breaches of policy, procedure, or professional expectations
- Service quality, communication, or professionalism
- Conflicts of interest

- Safeguarding or child safety concerns

3. Legislative Framework

This policy is informed by and aligned with relevant legislation and regulatory frameworks, including but not limited to:

- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Work Health and Safety Acts and Regulations in other Australian states and territories, where applicable
- NDIS Act 2013 (Cth)
- NDIS Code of Conduct Rules 2018
- NDIS Practice Standards (where applicable)
- Child Safe Standards (Vic)

4. Guiding Principles

All complaints, concerns, and feedback will be managed in accordance with the following principles:

- **Accessibility and inclusion:** Complaints and feedback can be raised in a range of accessible formats, including verbally, in Auslan, in writing, electronically, or with support from another person where appropriate, without fear of disadvantage, unnecessary complexity, or retaliation.
- **Confidentiality:** Information will be shared only on a need-to-know basis.
- **Procedural fairness:** All parties will be heard and treated respectfully.
- **Timeliness:** Matters will be addressed as promptly as reasonably practicable.
- **No victimisation:** Individuals raising concerns or complaints in good faith will not be disadvantaged or treated unfairly.
- **Proportionality:** Responses will reflect the seriousness and complexity of the issue.
- **Continuous improvement:** Feedback and complaints are recognised as opportunities to improve services, systems, and organisational practices.

5. Responsibilities

Echo Interpreting will:

- Take all complaints, concerns, and feedback seriously.
- Respond promptly, fairly, and appropriately
- Maintain confidentiality where reasonably practicable
- Keep appropriate records
- Take corrective action where required
- Support accessible complaint and feedback processes
- Comply with safeguarding, reporting, and regulatory obligations where applicable
- Identify opportunities for service improvement arising from complaints, concerns, and feedback

Echo Interpreting recognises the right of clients, participants, workers, and stakeholders to raise complaints or provide feedback without fear of disadvantage, retaliation, reduced service quality, or negative treatment.

Workers and stakeholders must:

- Raise concerns honestly and respectfully.
- Cooperate with complaint processes where required.
- Maintain confidentiality during complaint or investigation processes.
- promptly report safeguarding or safety concerns where applicable.

6. How to Raise a Complaint, Concern or Feedback

A complaint, concern, or feedback may be raised by any employee, contractor, interpreter, volunteer, client, participant, stakeholder, or member of the public.

Complaints or feedback may be raised:

- Verbally, in Auslan, in writing, electronically, or through another accessible format where appropriate
- Directly with the Director, Manager, Booking Officer, Interpreter or an appropriate Echo Interpreting representative
- Informally or formally, depending on the nature of the issue

Where possible, concerns should be raised as soon as practicable after the issue arises.

Individuals may choose to submit their concern using the **Complaint & Feedback Form**; however, use of the form is optional and not required for a complaint or concern to be considered.

Anonymous complaints may be accepted and assessed; however, this may limit Echo Interpreting's ability to investigate or respond fully.

Echo Interpreting encourages early reporting and will take all complaints raised in good faith seriously.

7. Informal Resolution (Where Appropriate)

Where appropriate, safe and reasonable, Echo Interpreting may attempt to resolve matters informally through:

- Clarification of expectations
- Facilitated discussion
- Coaching, guidance, or education
- service adjustments or operational clarification

Informal resolution is not appropriate for serious matters such as:

- Sexual harassment
- Threats or violence
- Abuse or safeguarding concerns
- Significant misconduct
- Unlawful conduct

8. Feedback and Continuous Improvement

Echo Interpreting encourages feedback from clients, participants, workers, and stakeholders regarding service quality, accessibility, communication, and organisational practices.

Feedback may be used to support:

- continuous improvement
- staff development
- operational improvements
- service quality outcomes
- accessibility and inclusion initiatives

9. Formal Complaint Process

Where informal resolution is not appropriate or has not resolved the issue, the following formal process may apply:

Step 1: Acknowledgement

- The complaint will be acknowledged as soon as reasonably practicable.
- Initial contact will generally occur within 5 business days of the complaint being lodged where possible.

Step 2: Initial Assessment

- The nature, seriousness, and potential risks of the complaint will be assessed.

- Interim actions may be taken where required to ensure safety, wellbeing, procedural fairness, or operational continuity.
- Where a complaint raises concerns relating to safety, abuse, neglect, exploitation, misconduct, child safety, or reportable incidents, Echo Interpreting may escalate the matter in accordance with its safeguarding, incident management, legal, or regulatory obligations.

Step 3: Inquiry / Investigation

- Relevant information is gathered fairly and impartially.
- Relevant parties will be provided an opportunity to respond where appropriate.
- Complaint processes will be managed as promptly as reasonably practicable, noting that complex matters may require additional time.

Step 4: Findings and Outcome

- Findings will be determined based on available information.
- Appropriate actions or recommendations will be identified.

Step 5: Communication

- Outcomes will be communicated to relevant parties where appropriate and subject to confidentiality, privacy, and legal considerations.

Step 6: Review and Improvement

- Where appropriate, Echo Interpreting will review complaint outcomes to identify opportunities for improvement to services, systems, processes, or practices.

10. Possible Outcomes

Depending on the nature and seriousness of the matter, outcomes may include:

- No further action
- Education, guidance, or coaching
- Service improvements or operational changes
- Policy clarification or changes
- Formal warnings
- Removal from assignments
- Termination of employment or contract
- Referral to external authorities or regulatory bodies (where required)

11. Confidentiality and Record Keeping

All complaints, concerns, and feedback will be handled confidentially to the extent reasonably possible.

Records will be:

- Stored securely

- Accessed only by authorised persons
- Managed in accordance with Echo Interpreting's **Privacy & Confidentiality Policy**

Echo Interpreting maintains a confidential **Complaints, Feedback & Resolution Register** and **Continuous Improvement Register** to document, monitor, respond to, and support continuous improvement arising from complaints, concerns, feedback, and compliments where appropriate.

12. False or Malicious Complaints

Complaints or feedback made in good faith will not result in negative consequences, even where concerns are not substantiated.

Deliberately false, malicious, or vexatious complaints may be treated as misconduct.

13. External Options

Nothing in this policy prevents individuals from seeking external advice, support, or making reports to relevant authorities, including:

- Fair Work Commission
- Human Rights or Equal Opportunity bodies
- NDIS Quality and Safeguards Commission
- Police or other regulatory authorities

14. Related Documents

This policy is informed by and aligned with relevant legislation and regulatory frameworks, including but not limited to:

- Code of Conduct Policy
- Safeguarding & Incident Management Policy
- Child Safety Policy
- Work Health & Safety (WHS) Policy
- Privacy & Confidentiality Policy
- Complaints & Feedback Form
- Incident / Near Miss Reporting Procedure/Form