

**Information for Disability Service Providers**

Disability Provider Quality Assurance (DPQA) – Complaints communication

The below diagram outlines how the TAC’s DPQA team will communicate with Disability Service Providers in relation to complaints about the provider or service.

# Serious complaint


## e.g. alleged abuse / client safety

*TAC’s DPQA team may also refer the complaint to the TAC’s CAS team, DSC or Victoria Police.*

# Minor complaint

## quality of service

TAC’s DPQA team will contact the Disability Service Providers’ CEO/GM to:

* + - Advise of complaint
		- Request a contact person for the investigation.

Complaint is managed by the TAC claims

manager at a local level

*Contact persons details must be provided to the TAC within 1 day as per DSC requirement.*

TAC’s DPQA team will liaise with the Disability Service Providers’ contact person to:

* Provide contact person with full details of the complaint

* Request documentation and/or responses to specific questions.

*Requested information and/or responses must be provided to the TAC within 5 business days.*

The TAC will provide a written outcome of the complaint to the client, complainant and service provider

A summary of minor complaints data will be emailed to the providers every 6 months for continuous improvement purposes.

The TAC will collate data from serious incident reports and complaints to guide and inform reactive and proactive quality reviews and provider education e.g. forums and newsletters.

