



NDIS Complaints Handling Policy & Procedure

Reviewed April 2024

1. PURPOSE

At Prospr, we do our best to provide a high level of care, and we want to make sure that everyone is happy with our services. But sometimes, things don't go as planned, and you or someone else might feel unhappy. This document is about how we handle those times when you are not happy with our services. You have the right to complain, and we are here to listen and make things better.

Making Complaints Easy: If you're not happy with us, you can tell us about it. We want to make it easy for you to do so, without any stress.

Fair and Quick Response: We promise to listen to your complaint and try to fix it as soon as possible, treating you fairly along the way.

How to Complain: This document tells you how to make a complaint to us and to the NDIS Commissioner if needed.

Keeping Records: We have to keep records of complaints because it's the law. This helps make sure we're doing things right for NDIS participants.

2. Who can make a complaint?

Anyone! People who we provide our NDIS support and services to, their family members or friends, and everyone in the community can make a complaint about our NDIS supports and services, or someone at Prospr. You can also make an **anonymous complaint**, as you do not have to give your name when making a complaint. **We can also help you make a complaint** if you wish.

3. How can I make a complaint?

We have a few different ways for you to make a complaint. Just pick the one that's easiest for you. Your complaint can be in your preferred language. A family member, friend, or advocate can also help you to make a complaint by:

3.1 Filling out our complaints form. This is on our website, and we can send a copy to your email, or give you a physical copy.

3.2 Telling us in person.

3.3 Through your preferred communication device.

3.4 Giving us a call, texting us, or emailing Feedback@prospr.care

To keep your information private, we do not recommend using Facebook, Twitter, or Instagram to make a complaint. But if you do, we will still listen to your complaint.

4. Who can you contact at Prospr to make a complaint?

Our complaints manager is trained in receiving complaints and fixing issues you may be facing, or raising on behalf of an NDIS participant. If you prefer reaching out to him directly, his contact details are below:

Kenan Akkoc - Director
0422 3333 655
Kenan.akkoc@prospr.care

5. Raising a complaint with the NDIS Quality & Safeguards Commission

You can also raise a complaint with the NDIS Quality & Safeguards Commission. They usually look into complaints if you are not comfortable to make a complaint directly to us, or if you are not happy with our response to your complaint.

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Completing a [complaint contact form](#).
- People who find it hard to hear or speak to hearing people on the phone, and/or deaf people can contact the [National Relay Service](#) and ask for 1800 035 544.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
 - NDIS services and supports that were not delivered to an appropriate standard
 - how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant
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6. What happens with your complaint?

Step 1 - Acknowledgement:

We will send you a written message which will state that we have received your complaint, and explain:

- The steps we will take when looking into your complaint
- Who you can contact at Prospr if you want to discuss your complaint
- When you can expect to hear from us with a solution for your complaint
- How you and any person with a disability affected by the issue can raise the complaint with the NDIS commissioner
- That we can help you and any person with a disability affected by the issue to contact the NDIS commissioner.

Step 2 – Assessment:

We will review your complaint by looking into what happened; talking with you, staff members who were involved, and any other person who was present. We will also review any documents or records to give us more information on what happened.

Step 3 – Fixing the issue:

Where possible, we will always work with you and keep you involved when we are fixing the issue. We will let you know of each action we take and the reasons for any decisions we make, as we try our best to fix the issue in a fair and quick way. Our goal is to resolve your complaint within 14 business days. If this isn't possible for us, we will explain to you why, and be honest with you for when we expect to resolve your complaint.

(Please note, if you make an anonymous complaint, we will not be able to inform or involve you in this process because we won't know who you are).

Step 4 – Response:

We will respond to your complaint by telling you of our decision, and depending on the complaint and processes, this may include that:

- No further action is required; or
 - We make a sincere apology to yourself, and any other people impacted; or
 - You are entitled to a part or full refund for the service provided; or
 - We will change our policies and procedures to stop something like this happening again; or
 - We will provide additional training and supervision to our staff involved in the complaint, to upskill them and prevent this issue from occurring again; or
 - We will stand down any staff who are proven to be negligent; or
 - We will support you to transition to another service provider.
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Through this process, we will make sure to treat everyone involved with respect and fairness by following the law and any rules in place. Some people refer to this as **‘procedural fairness.’**

7. What if you are not happy with our response?

If you are not happy with our decision, please let us know as soon as possible. Our director will reach out to you and schedule a meeting time to discuss your concerns **through a review**, and try to work things out with you in a different way.

If you are still not happy after meeting with our director, you can contact the NDIS Commission and submit a complaint to them. If you want, we can also help you with contacting the NDIS Commission or other organisations.

8. Who will know of your complaint?

We will make sure to treat your information with the highest level of privacy. Only staff members directly involved in the review process will have access to your information to help them fix the issue. We will only share information of your complaint if we are required to do so by law, or if we are required to for our insurance purposes.

9. What changes after you make a complaint?

The care that we provide for you will not change. We will continue treating you with respect, kindness, and fairness. Depending on the review, we may need to provide our staff with additional training, supervision, or amend our policies and procedures to prevent similar issues from happening in the future.

10. What happens to my complaint information?

According to the law, as an NDIS provider we are required to document and keep information for 7 years from when a record is made about:

- 1) The complaints we receive
 - 2) Our actions to resolve complaints: and
 - 3) The decisions we make on complaints
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We may also document your contact details so that we can follow up with you in future if needed. We are also required by the law to keep information on complaints we receive, so that we can:

- 1) Review issues raised in complaints
- 2) Find and fix any issues we have with this complaints handling policy and procedure, and;
- 3) Give complaints information to the NDIS Commissioner if they ask for it.

This information will be used in our annual reviews of this complaints handling document.

11. Sharing of this document

Each NDIS participant who receives our supports will be provided with a copy of this document, in a way which is most accessible to them. We will also provide a copy of this document to the family members, friends, and advocates if they wish to have a copy. This document is available on our website for everyone to access.

12. Roles, responsibilities & training

All of our staff members have a copy of this document, and receive ongoing training on how to support people to make a complaint, as well as what the complaints process is. All staff members are required to comply with this policy as a condition of their employment.

It is the responsibility of the **Complaints Manager** to ensure:

- 1) All staff members receive training on this policy and procedure, and educate others on their right to make a complaint
 - 2) Procedural fairness is upheld throughout the receipt, investigation, management, and resolution of complaints which they conduct
 - 3) NDIS participants and their families, friends, advocates, and/or relevant bodies are informed of each step and decision of the complaints handling process
 - 4) All complaints are documented accurately and stored with respect to privacy
 - 5) Information is shared with the NDIS Commission if they request this
 - 6) This document is reviewed on an annual basis, with input from complaints actioned.
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It is the responsibility of the **Managing Director** to:

- 1) Monitor the complaints register and analyse any trends to identify areas for improvement; reporting to the complaints manager
- 2) Assess the ease of access to lodging complaints and make recommendations
- 3) Ensure organisational compliance with relevant laws and regulations

13. Continuous improvement

At Prospr, we are all about continuous improvement. We always are looking on ways in which we can continue to learn, grow, and become better.

If you have any suggestions on how we can or should improve our complaint handling policy and procedure, please get in touch with us. We greatly appreciate feedback, both positive and constructive.

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