FLEXIBLE SUPPORTIVE PLAN MANAGEMENT

Complaints Management Policy

Public information | Updated 12 November 2026

We welcome feedback, concerns and complaints. You have the right to be heard, to be treated with respect, and to receive a fair response. Making a complaint is free and will not affect your access to our plan management service.

Who can make a complaint?

Anyone can raise a concern about our service, including participants, nominees, family members, advocates, providers and members of the community. You can ask a trusted person or independent advocate to assist you.

How to contact us

Email: admin@fsplanmanagement.com

You can also make a complaint by phone, in writing, through an authorised representative, or by another accessible method. Our other contact options are available through your service agreement or our website.

You do not need to fill in a form, use particular words, or provide evidence before contacting us. You can make a complaint anonymously. We will consider anonymous complaints using the information available, although we may be unable to provide a personal response if you do not leave contact details.

What can you raise with us?

You can tell us about concerns involving our communication, invoice approvals or payments, NDIS budget information, privacy, staff conduct, service transitions or any other part of your plan management experience. If an issue is mainly about another provider or an NDIA funding decision, we will explain what we can assist with and where you may need to take it.

What happens after you contact us?

- We listen and acknowledge your concern. We aim to acknowledge a complaint within one business day where we can contact you.
- We review the information fairly. We may ask for further details, look at relevant records and discuss possible outcomes with you.
- We keep you informed. For routine matters, we aim to provide a substantive response within five business days. More complex or urgent issues may require a different approach.
- We explain the outcome. We will tell you what we found, the reasons for our response and any action we will take, while respecting other people's privacy.

If a matter remains unresolved after ten business days, we will explain the delay and provide a further update where we can contact you. These are our service goals, not legal complaint-resolution deadlines.

Privacy, accessibility and support

We handle complaint information respectfully and share it only where appropriate or legally required. We can assist with accessible communication, extra time, or involving an advocate or authorised representative. You will not be disadvantaged for raising a genuine concern.

You can contact the NDIS Commission at any time

You do not have to complain to FS Plan Management first. If you would rather raise a complaint independently, or are unhappy with our response, you can contact the NDIS Quality and Safeguards Commission directly.

Phone: 1800 035 544
Website: www.ndiscommission.gov.au/complaints

You can also find independent disability advocacy support through the Australian Government Disability Gateway.

If you have an immediate safety concern, call 000. Questions about NDIA funding decisions may need to be raised with the NDIA. Privacy complaints may also be taken to the Office of the Australian Information Commissioner (www.oaic.gov.au).

Flexible Supportive Plan Management
NDIS Provider Registration No. 4050102046 | ABN 25 226 391 189
Email: admin@fsplanmanagement.com