

New Horizon Brace & Limb Service

Complaints, Compliments and Feedback Management Policy

The purpose of the New Horizon BLS Complaints, Compliments and Feedback policy is to record and manage all feedback from clients, family, care providers and medical professionals to ensure continuous learning and improve the services provided.

Feedback gives us useful information about the quality of our services, giving us the opportunity to improve, to learn and to reward.

New Horizon BLS takes all feedback very seriously and will work to address them efficiently in an accountable, transparent and fair manner (**procedural fairness**) in line with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

Providing Feedback

Feedback can be provided to New Horizon BLS via email to newhorizonbls@gmail.com.au or via the New Horizon BLS Complaints, Compliments & Feedback form available via the New Horizon BLS website (www.newhorizonbls.com.au) and is accessible to:

- Clients receiving supports or services
- Family members, carers, independent advocates and significant others
- All New Horizon BLS Employees

Or directly to the NDIS via telephone (1800 035 544) or in writing via the NDIS Commission website

(www.ndiscommission.gov.au/about/complaints-feedback/complaints)

Direct Feedback

All feedback provided directly to New Horizon BLS will be:

- Acknowledged by email in a respectful, fair, objective and timely manner by New Horizon BLS Management.
 - *Anonymous feedback will not be acknowledged.*
- Feedback will be recorded in the New Horizon BLS Feedback Register by New Horizon BLS Management.
- Details recorded in the New Horizon BLS Feedback Register include:
 - Date feedback provided
 - Name and contact details of persons providing feedback
 - Detailed description / feedback provided

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- The feedback will be assessed by New Horizon BLS Management. While being assessed, the feedback will be categorized as positive, negative or neutral.
 - *Categorization is for internal use only and will not be shared with third parties. Categorization will have Zero bearing on how the feedback is dealt with or the persons providing the feedback.*
- Once your feedback has been assessed by New Horizon BLS Management they may contact the person providing feedback for further information and request their input in our continuous learnings, resolution and service improvement process.
- Corrective actions resulting from feedback will be recorded and tracked via the New Horizon BLS Complaints, Compliments & Feedback register.
 - *Records must be kept for 7 years from the date the record was made.*
- To close out our process, New Horizon BLS will provide in writing, feedback informing the reviewer (Persons who provided the initial feedback) to New Horizon BLS assessment and resulting actions if appropriate. This may include but not limited to a range of the below responses:
 - No further action is required; or
 - Please accept our apology; or
 - New Horizon BLS have / are / will review our policies and procedures as a result of your feedback to ensure similar events are not repeated; or
 - It would be appropriate for us to support you or an NDIS participant to transfer to a different service provider; or
 - We undertake to ensure the staff involved received additional training; or
 - Thank you for acknowledging a member of the New Horizon BLS team that has gone above and beyond your expectations

New Horizon BLS aim to provide written feedback within 21 business days of receiving the initial written feedback

New Horizon BLS will provide support and assistance as required to all clients providing feedback, this may be via the NDIS or their Local Area Coordinator.

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Dissension

If for some reason, you are not satisfied with New Horizon BLS's response to your feedback, the reviewer has the option to elevate their feedback through the NDIS via telephone (1800 035 544) or in writing via the NDIS Commission website (www.ndiscommission.gov.au/about/complaints-feedback/complaints)

Or through mediation as outlined in section 21 of your New Horizon BLS NDIS Service Agreement Terms and Conditions

Indirect feedback

Feedback regarding New Horizon BLS can be provided through the NDIS via telephone (1800 035 544) or in writing via the NDIS Commission website (www.ndiscommission.gov.au/about/complaints-feedback/complaints)

New Horizon BLS will comply and work with the NDIS Commission to respond to all feedback in a timely manner as outlined in the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

Reporting requirements

Feedback may raise an issue that concerns the possible commitment of a criminal offence, and, in such a case, it must be referred to the appropriate law enforcement and or NDIS Commission. It is the responsibility of New Horizon BLS to understand and comply with any relevant mandatory reporting or other obligation it has under the Australian law for example, work health and safety laws.

Policy review

As a registered NDIS provider New Horizon BLS must ensure that the roles and responsibilities of all their workers are set out in its complaints, Compliments and feedback Management Policy. It is the responsibility of New Horizon BLS management to ensure this policy / system is reviewed annually and that all staff trained, understand and comply. All NDIS providers and workers are also bound by the NDIS Code of Conduct.