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[www.danjopm.com.au](http://www.danjopm.com.au)



 ABN: 65 670 650 914

**Feedback and Complaints Management Policy**

As a boutique family run business, we strive to provide you with the highest quality service possible, partnering with you to assist in achieving the goals of your NDIS plan. We value all feedback, complaints and compliments, as a way to refine our services to maintain a high-calibre service where we meet and exceed participant expectations.

# Feedback and Complaints Procedure

1. Complaints can be lodged via:
   1. Email - [feedback@danjopm.com.au](mailto:feedback@danjopm.com.au)
   2. Phone – 0400123123
   3. Mail - Unit 1 49-51 King St, Penrith, NSW, 2750
2. All complaints or feedback will be acknowledged within 48 hours and formal response provided within 10 business days.
3. Upon receiving a complaint, we will initiate our internal complaints resolution process:
   1. We will collect all relevant information including:
      1. Name of the person making the complaint (or on behalf of yourself or someone else). If you wish to remain anonymous, please utilise the mail option and note anonymous in the personal details section on the form.
      2. Preferred method of contact
      3. Details of complaint, including any involved staff members
      4. Preferred outcome
   2. All complaints will be entered into the internal complaints database by the Director and Plan Manager Daniel Hislop.
   3. An internal investigation will be completed to determine what has happened and what course of action is required by DANJO PM in response.
   4. Once the information has been collected and reviewed, we will prepare our formal response. The response to your complaint will be respectful, based on evidence and satisfactorily address all issues raised.

# External Dispute Resolution

If you feel like you are unable to contact us regarding the issue, or the issue is not resolved through our internal complaints resolution process, you can contact the NDIS Quality and Safeguards Commission.

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.

You are not required to give any personal details if you do not wish to and as such your complaint to the NDIS Commission can remain anonymous.

Further information can be found at the following link: <https://www.ndis.gov.au/contact/feedback-and-complaints>

The NDIS Quality and Safeguards Commission can be contacted through the following methods:

Phone: 1800 035 544

Visit one of their offices in person

Or visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) for further information.

# Changes to This Policy

To guarantee the continued effectiveness and compliance of this Feedback Policy we will conduct an annual review or make updates as necessary. The updated version will take effect immediately upon posting to our website.

Executed by: **DANJO Plan Management Pty Limited**

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Daniel Hislop - Director