

# Complaint management

## Introduction

This policy is about complaints made to a provider, not complaints about the NDIS.

All complaints are taken seriously, all people treated fairly, and all corrective actions completed in a timely manner.

## Definitions

A *complaint* is an expression of dissatisfaction with the provision of a service, including how a previous complaint was handled, for which a response or resolution is expected.

## Applicability

When
<ul style="list-style-type: none"><li>• applies when participants want to submit feedback or make a complaint applies to all feedback and complaints received regardless of the source.</li></ul>
Who
<ul style="list-style-type: none"><li>• applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.</li></ul>

Documents relevant to this policy

- Complaint Record Form
- Complaints Register
- [National Disability Insurance Scheme Act 2013 \(Cth\)](#)
- [NDIS \(Complaints Management and Resolution\) Rules 2018 \(Cth\)](#)
- [NDIS Terms of Business](#)

## Our commitment

We are committed to complaint handling. We will:

- implement and maintain a complaint management system make sure people can easily make a complaint
- deal with all complaints fairly and quickly
- Have information available on how to:



- submit a complaint
- submit a complaint to the Commissioner keep records on all complaints received.

## Who can make a complaint?

Anyone can make a complaint including:

- a participant
- a participant's family or guardian a participant's financial manager an advocate
- an employee
- a community visitor
- a professional
- a member of the public.

Complaints can be made:

- In person
- By email
- In writing
- By phone
- On the web.

Complaints help us:

- identify problems
- improve services
- provide better outcomes to participants.

Complaints can be made about any part of the quality or delivery of our services such as if there is dissatisfaction:

- with the way services are provided
- with decisions we have made
- about the conduct of our employees
- about personal information not kept private.

Complaints can be made anonymously. Complaints can be made to us or directly to the Commissioner.

## Complaint monitoring

- all complaints should be monitored using a complaint register
- the complaint register should include up-to-date progress of each complaint and whether it is currently open or closed (resolved)
- if there is any doubt about the end resolution of a complaint, seek feedback from the person who made the complaint

- regular reports from the complaint register should be provided to key management personnel for review.

## Complaint records and review

Accurate information of complaints received including decisions made, actions taken and eventual outcomes must be recorded and kept for 7 years from the date of the complaint which allows us to:

- enable reviews of any complaints received
- assist in identifying any systemic issues raised
- allow a response to the Commissioner, if required
- be stored securely and accessible only by the people handling complaints.

## Complaint referrals

Complaints to the Commissioner may be referred to other agencies or bodies if needed including:

- non-compliance with the NDIS code of conduct
- inappropriate or unauthorised use of restrictive practice
- employee screening issues e.g. if an employee of the provider was found to have a criminal history (for more information, refer to the worker screening policy)
- incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies).

## Our complaints system

- Our complaints system is documented and information on how to make a complaint is available to participants, their families, guardians or advocates in a way that is culturally appropriate.
- We work to ensure participants:
  - are aware of their right to make a complaint
  - feel empowered to make a complaint
  - are supported to make a complaint
  - are involved in the resolution process after making a complaint
  - know they won't be adversely affected as a result of making a complaint.