

Purpose and Scope

The purpose of this policy is to ensure that participants who receive support from Boon Consulting have knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

Compliance Arrangements

To ensure this, Boon Consulting will maintain a complaints management system that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. This will be done by ensuring that:

Client access to complaints reporting processes

Each participant is provided with information on how to give feedback or make a complaint, including avenues external to the provider, and their right to access advocates. There is a supportive environment for any person who provides feedback and/or makes complaints.

- Boon Consulting maintains a digitised *Complaints and Incident Register* and the responsibilities of Boon Consulting is detailed in the *Service Agreement Terms & Conditions* and on the company website.
- Clients are also able to make reports via the feedback survey on the website, by contacting a staff member directly, or contacting the NDIS Quality and Safeguards Commission. Contact details and information are available on the website, in the *Service Agreement Terms & Conditions* and in the *Code of Conduct - Provider Statement* which is provided to all participants during onboarding.

Commitment to continuous improvement and management arrangements

Demonstrated continuous improvement in complaints and feedback management by regular review of complaint and feedback policies and procedures, seeking of participant views on the accessibility of the complaints management and resolution system, and incorporation of feedback throughout the provider's organisation.

- All participants are invited to complete a feedback survey at least annually and can do this anonymously. The form can be completed at any time and is available on the company website under the *Client Forms* section.

Employee and internal arrangements

All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.

- All employees are provided with a copy of this policy at commencement of their employment and required to review the policy whenever it is updated.

Documents that relate to this policy

- [Client Feedback Survey](#)
- Client Feedback Register and Complaints Register
- [Participant Registration Form](#) and [Service Agreement Terms & Conditions](#)
- [Code of Conduct – Provider Statement](#)
- Incident reporting, management and prevention Fact Sheet ([NDIS Q&SC](#))
- Boon Consulting Website – [Feedback & Complaints](#), and [Client Forms \(PM\)](#)

Review and Revision

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
30/05/2023	29/04/2024	18/05/2025	13/06/2026	
Reviewed by:	Lindsay Hayes	Lindsay Hayes	Lindsay Hayes	
<i>This policy and procedure will be reviewed at least annually, and changes endorsed by the Management Team.</i>				