

COMPLAINTS MANAGEMENT POLICY

Purpose

At Atypical Solutions TM Pty Ltd, we value your feedback and are committed to providing high-quality, person-centred support services. We understand that sometimes things may not meet your expectations, and we want to ensure you have a clear, accessible way to raise your concerns.

Objectives

- To provide an accessible and easy-to-understand complaints process for all participants
- To ensure all complaints are handled fairly, respectfully, and promptly
- To use feedback to continuously improve our services
- To protect your right to make a complaint without fear of retribution
- To align with NDIS Practice Standards and Quality Indicators

Scope

This policy applies to all Atypical Solutions TM Pty Ltd participants, staff members, contractors, and stakeholders.

Making a Complaint

You can make a complaint in any way that suits you:

- In person
- By phone: 1300 367 775
- By email: admin@atypicalsolutions.com.au
- Via our website www.atypicalsolutions.com.au
- Through your preferred support person or advocate
- In Auslan (we will arrange an interpreter if needed)

Our Commitment

- We will acknowledge your complaint within 2 business days
- We will treat your complaint confidentially
- We will keep you informed throughout the process
- We will provide a response within 10 business days
- We will explain any delays if we need more time
- We will document all complaints and actions taken

Resolution Process

Initial Response: Our Director will acknowledge your complaint and begin assessment

Investigation: We will gather information and speak with relevant parties

Resolution: We will work with you to find a solution

Follow-up: We will check if you're satisfied with the outcome

Review: We will use your feedback to improve our services

External Support

If you're not satisfied with our response, you can contact:

- NDIS Commission: 1800 035 544
- Victorian Disability Worker Commission: 1800 497 132
- Victorian Ombudsman: 1800 806 314

Your Rights

- To make a complaint without fear of losing services
- To have support from an advocate
- To have your complaint taken seriously
- To be treated with respect throughout the process
- To receive updates about your complaint
- To appeal decisions you disagree with

Review

This policy will be reviewed annually or when required to ensure it remains effective and compliant with NDIS Practice Standards.