

Complaints and Feedback Policy and Procedure in Easy English

Complaints and Feedback Policy and Procedure

Purpose

This section tells you why we have this policy.

- We want complaints handled fairly and quickly.
- We want to respect your rights under the United Nations Convention on the Rights of Persons with Disabilities.
- We welcome feedback, comments and complaints.
- We use complaints to make our services better.
- We want you and our staff to feel safe to speak up.

Scope

This section tells you who the policy covers.

- This policy applies to everyone in the organisation.
- It covers all staff, participants, families, carers and visitors.
- A Complaints Manager will handle complaints and feedback.
- All staff follow the NDIS Code of Conduct.

Policy

This section tells you what we promise to do.

- We will welcome complaints, compliments and suggestions.
- We will treat all concerns seriously and with respect.
- We will keep your privacy and confidentiality.
- You do not need to say "I want to complain" for us to treat the issue as a complaint.

- We will give you easy ways to make a complaint.
- We will offer Easy Read or other accessible formats when needed.

Procedural fairness

This section tells you how we make fair decisions.

- We will tell you if a decision may hurt your rights.
- We will tell you about any allegation against you.
- We will give you a chance to speak about the matter.
- We will consider your information before we make a decision.
- The person deciding will be fair and unbiased.

Definitions

This section tells you what important words mean.

- **Complaint:** Saying you are unhappy with a support or service. This includes how earlier complaints were handled.
- **Resolution:** The decision or action that fixes the problem. It may also make things better for the future.

Who does what

This section tells you about the Complaints Manager role.

- The Complaints Manager runs the complaint process.
- They keep the complainant informed.
- They check if the complainant needs Easy Read, translation or other help.
- They work with the complainant and any advocate.
- They seek solutions that help everyone when possible.
- They keep records in the Complaint Register.
- They review complaints at monthly management meetings.

- Staff can raise issues about management. The Complaints Manager is independent to allow this.

How to make a complaint 📞

This section tells you the ways you can tell us about a problem or give feedback.

- Use the Complaints and Feedback Form or the Anonymous Form.
- Talk to any staff member. Staff will offer to write the complaint down for you.
- Contact the Complaints Manager by phone, email or in writing.
- Use our website forms, surveys or questionnaires.
- Your representative or advocate can complain for you.
- Use TTY or the National Relay Service if needed.
- Raise it at meetings or care reviews.
- You can stay anonymous if you want.
- Staff must refer some matters to the DIRECTOR when needed.

How we manage complaints 🧩

This section tells you the steps we take when we get a complaint.

Step 1 — Acknowledge

We will say we got your complaint fast.

- We try to do this within one working day.

Step 2 — Review

We will listen to you and find out what you want.

- You can have an advocate or support person with you.
- We will offer an independent advocate if you want one.
- We will find out if you need interpreters or other support.
- We will keep you told about each step.

Step 3 — Assess

We decide how serious the complaint is and how we will deal with it.

- We will choose a fair way to investigate.
- We include your views in the assessment.

Step 4 — Investigate and decide

We look at the facts and make a clear decision.

- We will tell you what we find and why.
- We will tell you what action we will take, if any.
- You can reject the outcome if you do not agree.
- You can also complain to the NDIS Quality and Safeguards Commission at any time.

Step 5 — After the decision

We check that the solution worked.

- We will ask if you are satisfied with the result.
- We will follow up if there are more issues.
- We will close the complaint when it is finished.

Quick fixes (non-investigation) ⚡

This section tells you about small problems we can fix fast.

- Many complaints can be solved quickly at the point of service.
- The Complaints Manager will talk with you and your advocate.
- We will offer options and try to reach agreement.
- If you are not happy, you can ask for a full investigation.

What good outcomes look like ☒

This section tells you what we try to achieve from complaints.

- Acknowledgement — we listen and show we care.

- Answers — clear explanations once we know the facts.
- Actions — a clear plan saying who will do what and when.
- Apology — sincere and clear when it is needed.

Support and accessibility

This section tells you how we make the process easy for you.

- We will provide Easy Read, large print or translations if needed.
- We will offer interpreters and TTY support.
- We will make meeting places accessible for people with mobility needs.
- We can help you get an independent person to read or write for you.

Privacy and safety

This section tells you how we protect you.

- We keep complaints private and confidential.
- We only tell people who need to know to fix the issue.
- We will protect you from punishment or unfair treatment for complaining.
- If there are safety or legal risks, we will follow mandatory rules.

Records and how long we keep them

This section tells you what we record and how long we keep records.

- We put all complaints in the Complaint Register.
- We record the issue, actions taken and the outcome.
- We keep complaint documents for seven years from the record date.
- If the complainant is under 18, we keep records until they turn 25.
- We use complaint data to improve our services.

Review and improvement

This section tells you how we learn from complaints.

- We look for patterns and systemic issues.
- We put improvements into our Continuous Improvement Register.
- We train staff when processes change because of complaints.
- We audit the complaints system at least yearly.

Unresolved complaints

This section tells you what to do if you are not happy with our answer.

- You can ask for a review by the Complaints Manager.
- We can escalate the matter to a person you nominate with your permission.
- If you still are not happy, you can contact the NDIS Quality and Safeguards Commission.
- NDIS Commission phone: 1800 035 544 (free from landlines).
- TTY: 133 677. National Relay Service users can ask for 1800 035 544.
- Online complaint form:
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Staff training

This section tells you how we train staff about complaints.

- All staff get training in complaints during orientation.
- Training covers NDIS reporting and how to help participants make complaints.
- We tell staff who the Complaints Manager is.
- We teach staff how complaints help improve our services.
- We give extra training when policies change or staff need more help.



Contacts

This section tells you who you can contact to make a complaint.

- Complaints Manager: (see our Participant Handbook or contact us for details).
- Some matters may be referred to DIRECTOR.
- You can also contact the NDIS Commission. See Unresolved complaints above.