

# Complaint management

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## 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.

## Applicability




### When

- applies when participants want to submit feedback or make a complaint
- applies to all feedback and complaints received regardless of the source.




### Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.


## Documents relevant to this policy

-  Complaint record form
-  Complaints register
-  Feedback and complaint (easy read)

## Regulations relevant to this policy

-  NDIS (Quality Indicators) Guidelines 2018 (Cth)
-  NDIS (Complaints Management and Resolution) Rules 2018 (Cth)
-  National Disability Insurance Scheme Act 2013 (Cth)

## Processes relevant to this policy

-  Manage complaint

## 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 NDIS Quality and Safeguards Commissioner (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.

## How to complain to the Commission about a provider

The NDIS Quality and Safeguards Commission has a page called [How to make a complaint about a provider](#) with information on how to submit a complaint to the Commission.

Ways to make a complaint to the Commission about a provider include:

- by phone: 1800 035 544 (interpreters available) or TTY 133 677
- via the [National Relay Service](#)—ask for 1800 035 544
- or by completing the online [Complaint Contact Form](#).

The Commission has [fact sheet](#) with information on how complaints are handled.

## Complaint monitoring

As part of complaint management responsibilities:

- 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.