



COMPLAINTS & FEEDBACK POLICY

Related Documents

Document	Name
Policy	
Our Voice Our Choice Pty Ltd Uniform Policy	Complaints and Feedback Policy
Our Voice Our Choice Pty Ltd Code of Conduct	Code of Conduct
Documents	
National Disability Insurance Scheme Act 2013	https://www.legislation.gov.au/Details/C2019C00332
NDIS (Complaints Management and Resolution) Rules 2018	https://www.legislation.gov.au/Details/F2018L00634
NDIS Terms of Business	file:///C:/Users/Gabby.Whitney/Downloads/PB%20Terms%20of%20business%20for%20Registered%20Providers%202020%20PDF.pdf
Procedures / Manuals	
Forms	

Document history

Version/s	Approval	Version Date	Review Date	Comments
1.0	Nadine Soper - Managing Director	March 2020	March 2021	Original Reviewed 2021
			March 2022	Reviewed 04/05/2022
			Reviewed 19/12/23	Next Review 19/12/24

1. Overview

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

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

2. 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.

Feedback is information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.

3. Applicability

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

4. Policy Directives

4.1 Our Commitment

We are committed to complaint & feedback handling. We will:

- Implement and maintain a complaint & feedback management system
- Make sure people can easily make a complaint/give feedback
- Deal with all complaints fairly and quickly
- Have information available on how to:
 - Submit a complaint
 - Submit feedback
 - Submit a complaint to the commissioner
- Keep records on all complaints & feedback received.

4.2 Who can make a complaint/give feedback?

Anyone can make a complaint/give feedback, 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 and feedback can be made:

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

Complaints and feedback help us:

- Identify problems
- Improve services
- Provide better outcomes to participants.

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

4.3 Complaint and Feedback monitoring

- When a complaint is received, it is recorded on the OVOC Complaint Record Form. This is then submitted via email to the Business Administration Manager to record in the complaints register. Once the complaint is resolved, the complaint record form along with any relevant paperwork to the complaint is given to the Business Administration Manager to close on the register and to file appropriately.

4.4 Complaint and Feedback monitoring

- All complaints and feedback should be monitored using a complaint & feedback register

- The complaint and feedback 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 and feedback register should be provided to key management personnel for review.

4.5 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
- Be stored securely and accessible only by the people handling complaints.

4.6 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 unauthorized use of restrictive practice
- Employee screening issues e.g. if any 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 or other regulatory bodies).

4.7 Our complaints and feedback system

Our complaint and feedback 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/give feedback
- Feel empowered to make a complaint/give feedback
- Are supported to make a complaint/give feedback
- Are involved in the resolution process after making a complaint
- Know they won't be adversely affected as a result of making a complaint/giving feedback.