



Feedback and Complaints Policies & Procedures

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This manual is designed to assist companies in conforming to the main requirements of the NDIS Commission Quality Safeguards; however, it does not guarantee compliance. It is not intended to cover all aspects of the NDIS Commission Quality Safeguards and other legislation such as Workplace Health and Safety compliance and it is recommended that NDIS Providers and employers research their industry requirements to ensure they are fulfilling all their NDIS Commission Quality Safeguards and Workplace Health and Safety obligations.

Feedback and Complaints

planHELP is committed to ensure that each participant has knowledge of and access to the organisations complaints management and resolution system so that complaints made by all parties are welcomed, acknowledged, respected and well managed.

The organisation requires that all feedback will be used to inform and improve our business practices and that reasonable steps are taken to ensure that any person who makes a complaint is advised how to make a complaint to the NDIS Commission and is supported to make contact with the Commission if need be.

A person making a complaint will not be disadvantaged for doing so. Their supports will continue where possible. If they choose to engage a different provider all reasonable steps will be taken to ensure that another appropriate provider is source. Management are responsible for ensuring any and all staff are trained as to the relevant Complaints Management System.

If a complaint is lodged:

- A Complaints form will be completed with the customer or their representative
- Agreement between the two parties regarding a resolution will be negotiated
- All reasonable steps will be taken to resolve the issue between the customer and planHELP
- If the complaint needs to be reported to the NDIS Commission, the relevant contact details will be provided
- Support will be given to the customer to lodge a formal complaint when necessary
- Support to locate an alternative provider will be given if requested

Feedback and Complaints Policy

The Feedback and Complaints Policy has been developed to:

- Establish the commitment of planHELP to the rights of people with disability to have their say about the supports that they are receiving
- Detail the Complaints Management System
- Describe the training that team members will undertake
- Detail the way in which customers / families / advocates will engage with the system

This policy applies to all team members at planHELP including Directors and Managers and all customers, their families and advocates.

All Australian consumers have the right to the services guaranteed in the service agreement. NDIS Participants have the right to complain if services do not meet their agreed expectations.

planHELP is committed to ongoing improvement identified through feedback provided by our customers.

The complaints management and resolution system will be maintained and will be relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

SPECIFIC RESPONSIBILITIES

Management

- All feedback will be used to inform and improve our business practices.
- Reasonable steps are taken to ensure that any person who makes a complaint is advised how to make a complaint to the NDIS Commission and is supported to make contact with the Commission if need be.
- A person making a complaint will not be disadvantaged for doing so. Their supports will continue where possible. If they choose to engage a different provider all reasonable steps will be taken to ensure that another appropriate provider is identified and support to transition services will be provided.
- Management are responsible for ensuring any and all staff are trained as to the relevant Complaints Management System.

Participants

- Customers will be informed of their right to complain and how to complain when they first engage this service.
- Customers will be regularly invited to provide feedback about the supports they are receiving.
- Customers will be informed as to how to make a complaint anonymously.
- All complaints will be received and treated with respect.
- Every effort to resolve the complaint will be undertaken.
- Customers will be appropriately involved in the resolution of the complaint.
- Complaints will be managed in a timely way.
- Customers will be kept informed of progress of the complaint and proposed resolution
- Customers will be provided with the contact details of the NDIS Commission.
- Customers will be supported to make a complaint wherever needed.
- Supports will not be discontinued if a customer makes a complaint unless at the request to the customer.
- Support will be provided to a customer who wished to find an alternative provider.

Staff

- All team members will be trained in the appropriate management of complaints.
- All team members will collect feedback as they complete their duties and deliver this information to management.
- All team members will be informed of the expectations of the NDIS Complaints Management and Resolution Rules.
- All team members will follow the process described below when managing complaints.

Feedback and Complaints Procedure

PURPOSE

The purpose of this procedure is to ensure that each participant has knowledge of and access to the organisations complaints management and resolution system so that complaints made by all parties are welcomed, acknowledged, respected and well managed.

DEFINITION

Participant – A person with disability who wishes to participate in the NDIS, and who has been first be assessed against the access requirements. NDIS Participants should be aware of how to access information about the planning process, supported to actively make decisions about their supports and to work with providers to successfully manage their plan.

Complaint - People can make a complaint to the NDIS Commission about an issue arising out of, or in connection with, an NDIS provider's provision of supports or services. A complaint can be made about any NDIS provider and/or its workers, whether or not the provider is registered with the NDIS Commission. The NDIS Quality and Safeguards Commission (NDIS Commission) is the independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

RESPONSIBILITIES

All feedback will be used to inform and improve our business practices.

Every effort will be made to resolve a complaint at the point of service.

Reasonable steps are taken to ensure that any person who makes a complaint is advised how to make a complaint to the NDIS Commission and is supported to make contact with the Commission if need be.

A person making a complaint will not be disadvantaged for doing so. Their supports will continue where possible. If they choose to engage a different provider all reasonable steps will be taken to ensure that another appropriate provider is source.

Management are responsible for ensuring any and all staff are trained as to the relevant Complaints Management System.

PROCEDURE

- Feedback will be sought at regular intervals (at least annually)
- Anonymous feedback will be sought by survey
- Feedback will be recorded securely
- If an identified customer raises a complaint, they will be directed or supported to complete a Complaints Form.
- The CEO or delegate will be notified about the complaint and will be provided with the Complaints Form.
- Every effort will be made to resolve the complaint within the business.
- If the complaint is unable to be resolved, the customer will be provided with the contact details for the NDIS Commission.
- Support to make the complaint will be offered and provided if requested.
- The complaint will be tracked in process
- The Complaints register will be checked regularly to ensure that all active complaints are followed up
- All feedback including complaints will be used to inform changes to the operations of the business.

REFERENCE

- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards and Quality Indicators

LINKS

- NDIS Incident Management Procedure
- Risk Assessment Procedure

DOCUMENTATION

- NDIS Complaint Reporting Form
- NDIS Client Feedback Form
- NDIS Incident Report Form
- Complaints Register

Complaint Reporting Form

Date of report:	
Name of person reporting:	
Name of Manager / team member receiving report:	
Was support offered to the person making the complaint?	

How this complaint came to the attention of the Provider:

Date of incident / event relevant to the complaint:

Details of the complaint: (detail if multiple accounts are provided who is reporting and when)

Follow up and next actions:

Date	Details	Staff member

Were supports continually provided throughout the resolution process? Yes / No / Declined	
Was the person supported to access another service? Yes / No / Declined	
Name of alternative Provider: referral:	Date of referral:

Agreement of resolution: _____ (Date)

 Signed by person making complaint

 Signed by staff member

 Name of person making complaint

 Name of staff member

Was the complaint referred to the NDIS Commission?	Yes / No
Date of referral:	
Details of follow up from the Commission:	
Date:	
Name of person completing report:	
Signature:	

Client Feedback Form

Tell us how we are doing!















We like to try and get better and better.

You can send this back to us by email at: hello@planhelp.com.au

Or by post to: PO Box 3020

Valentine NSW 2280

Circle the face that matches your thoughts.

We do what you want us to do					
We listen to you					
You are making gains towards your goals					
We are clear when we give you information					
You are happy with our service					

Feel free to tell us more here:

Thank you for your time