



# Complaint & Feedback Management Policy

## Overview

This policy is regarding complaints made to a provider and does not include complaints about NDIS.

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The purpose of this policy is to outline our commitment to ensuring that all complaints and feedback are acknowledged and addressed in a timely manner, and that all feedback will be used to refine our services and processes to better meet the needs of our participants. We believe in continuous improvement; by fostering a complaint and feedback management system, we aim to enhance satisfaction and strengthen our overall performance.

A complaint is defined as any expression of dissatisfaction or concern regarding the services or actions of an organisation. Feedback is defined as any comment, suggestion, or opinion about the services, employees, or overall experience with the organisation. Anyone can make a complaint or provide feedback including:

- Participants, their family or guardians
- An advocate or a participant's financial manager
- An employee or a professional external to Every Human
- A visitor or member of the public

Complaints and feedback can be made to us or directly to the Commissioner. We have a Complaints & Feedback Form available to submit online via SnapForms, however complaints and feedback can be made in person, over the phone or by email if that's preferable. Complaints can be made anonymously.

Complaints and feedback can be about the following:

- Service Quality & Delivery
- Decision Making & Consent
- Employee Conduct
- Privacy & Information Sharing

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 and has a fact sheet with information on how complaints are handled. 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.



# COMPLAINT & FEEDBACK MANAGEMENT POLICY

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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 Commitment

We are committed to maintaining a high standard of service and ensuring that every complaint and feedback is treated with the utmost importance. We recognise that effective complaint and feedback management is crucial for building trust and loyalty among our participants and their support network. All complaints and feedback will be handled with professionalism, empathy, and a willingness to resolve issues promptly. We are dedicated to creating an open and supportive environment where feedback is valued and used as a catalyst for positive change, ultimately striving to enhance our services and exceed expectations.

Information on how to make a complaint or provide feedback 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 or provide feedback
- Are supported in and feel empowered when making a complaint or providing feedback
- Are not adversely affected as a result of making a complaint or providing feedback

### Records & Review

Accurate information about complaints and feedback received, including decisions made, actions taken, and eventual outcomes must be recorded in our Complaints & Feedback Register and kept for 7 years from the date of submission. This allows us to:

- Review any complaints and feedback received
- Assist in identifying any systemic issues raised
- Allow a response to the commissioner, if required
- Develop strategies for continuous improvement for implementation

## Feedback Management

Feedback, both positive and constructive, is integral to our commitment to continuous improvement. We encourage all stakeholders to provide feedback regarding any aspect of our service. Feedback will be reviewed regularly and used to identify trends, enhance services, and implement improvements. Our feedback management process includes:

- Encouraging feedback from participants, staff, and other stakeholders through multiple channels
- Documenting all feedback received and reviewing it systematically
- Providing responses to individuals who offer feedback where applicable
- Using feedback to inform staff training, policy updates, and service enhancements

## Our Responsibilities

Management Responsibilities regarding complaints and feedback include:

- All complaints and feedback should be monitored using a Complaints & Feedback Register
- The Register should include up-to-date progress of each complaint or feedback and whether it is currently open or resolved



# COMPLAINT & FEEDBACK MANAGEMENT POLICY

Every Human Disability Services Pty Ltd

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- 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 Complaints & Feedback Register should be provided for management to review

If a complaint is regarding a director or management, then the complaint will be handled by another manager to ensure a resolution can be found that is suitable for the participant or the staff member lodging the complaint.

## Relevant Items

Regulations relevant to this policy include:

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

Documents relevant to this policy include:

- Complaint Form
- Staff Feedback Form
- Continuous Improvement Policy