

## Complaint Management NDIS Policy & Procedure

<b>VERSION:</b>	<b>6</b>
<b>TITLE OF AUTHOR:</b>	Director / General Manager
<b>NAME OF RESPONSIBLE DIRECTOR:</b>	<b>Dr Sarita K Hamall &amp; Chris Hamall</b>
<b>EFFECTIVE DATE:</b>	<b>January 2022</b>
<b>NEXT REVIEW DATE:</b>	<b>July 2022</b>



## Complaint Management

### 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.

### 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.

### Applicability

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

### Related Documents

- National Disability insurance Scheme Act 2013 (Cth)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Terms of Business

Summary: *Who can make a complaint, and how complaints are recorded, categorised and resolved*

Category: *Core Policies*



## Complaint Management Policy

### 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.

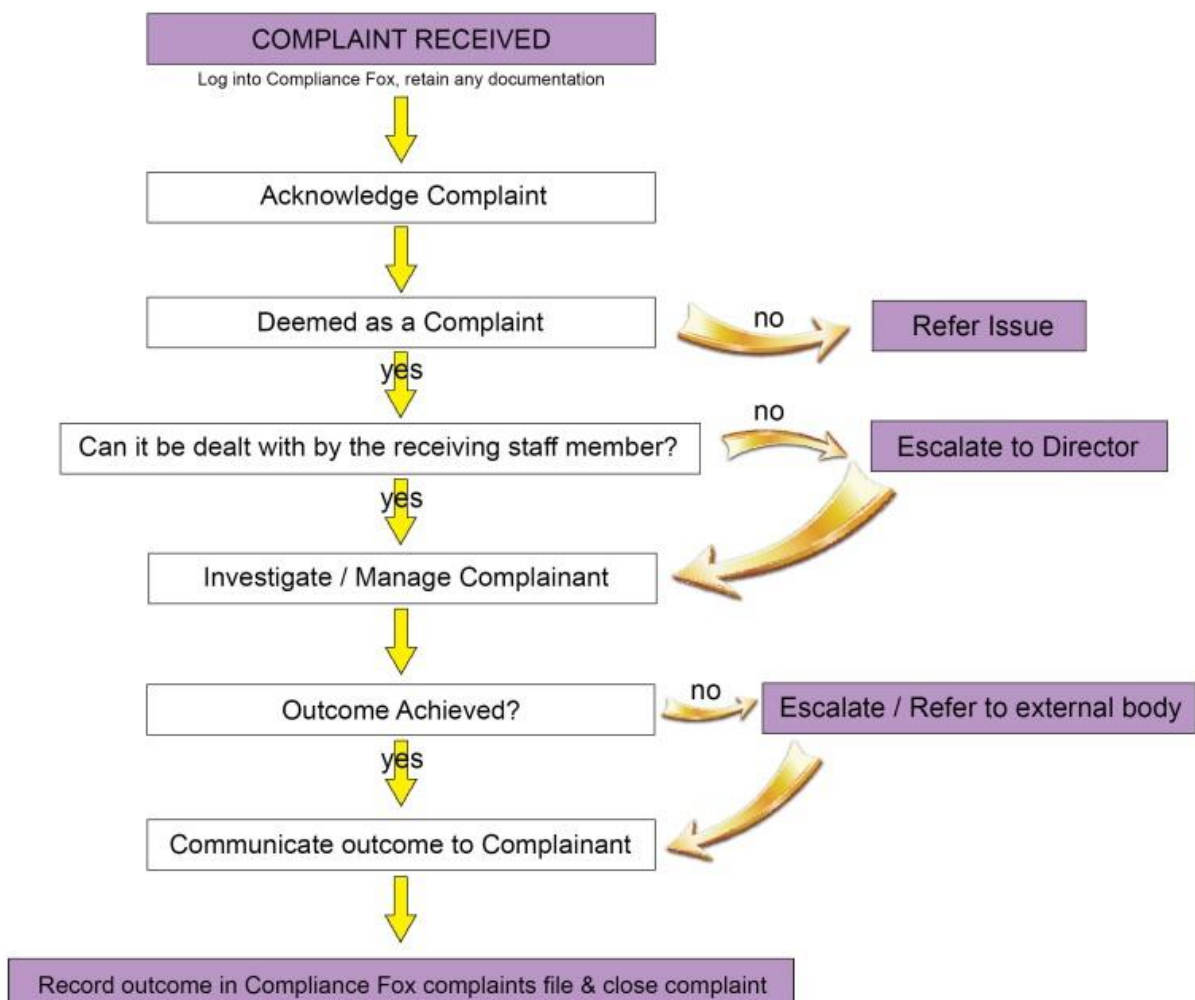
## Complaints Management Process

All complaints must be resolved in accordance with the principles contained in this document and the Complaints, Comments and Feedback Policy provided.

All complaints and notes relating to correspondence from clients must be recorded in Little Star's confidential HR Management System Compliance Fox software file labeled "**Little Star Speech Therapy Complaints**".

The Director will be responsible for monitoring the complaints process across Little Star Speech Therapy and including establishing a process for performance monitoring, evaluation and reporting of the complaints management process.

### Process for handling complaints:



Some of these external agencies include:

- **Anti-Discrimination Board of NSW (ADB):** The Anti-Discrimination Board of NSW is part of the NSW Department of Justice. It promotes antidiscrimination, equal opportunity principles and policies throughout NSW. It administers the antidiscrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). Further information can be found at [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au) or by calling (02) 9268 5544 or 1800 670 812 (for regional NSW only).
- **Guardianship Division within NSW Civil and Administrative Tribunal (NCAT):** The Guardianship Division is a specialist disability division within NCAT. The Guardianship Division conducts hearings to determine applications about adults with a decision making disability who are incapable of making their own decisions and who may require a legally appointed substitute decision maker. Further information can be found at [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au) or by calling 1300 006 228.
- **Health Care Complaints Commission (HCCC):** The Health Care Complaints Commission receives and deals with complaints about individual health practitioners, such as doctors, optometrists and acupuncturists, and health service organisations, such as hospitals in NSW. Further information can be found at [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au) or by calling 1800 043 159.
- **Independent Commission Against Corruption (ICAC):** Accepts complaints about serious misconduct and allegations against public servants. Further information can be found at [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au) or by calling (02) 8281 5999.
- **National Disability Abuse and Neglect (NDAN) Hotline:** For reporting abuse and neglect of people with disabilities using government funded services. Further information can be found at [www.betterhealth.vic.gov.au/health/serviceprofiles/national-disability-abuse-and-neglect-hotline-service](http://www.betterhealth.vic.gov.au/health/serviceprofiles/national-disability-abuse-and-neglect-hotline-service) or by calling 1800 880 052.
- **NSW Ombudsman (Ombo):** About the conduct of a community service provider or an employee of such a service. Further information can be found at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or by calling 1800 451 524 (toll free) or (02) 9286 1000 (Sydney).
- **Office of the Australian Information Commissioner (OAIC):** Investigates privacy complaints about agencies covered by the Privacy Act 1988 (Privacy Act) or the handling of your personal information. Further information can be found at [www.oaic.gov.au](http://www.oaic.gov.au) or by calling 1300 363 992.
- **NDIS Quality & Safeguards Commission:** People with disability have the right to complain about the services they receive. Most NDIS providers do their best to provide quality supports and services to people with disability, but issues can occur.

If you have a concern about your current NDIS supports or services, it is important that you talk about it. Further information can be found at [www.ndiscommission.gov.au/about/contact](http://www.ndiscommission.gov.au/about/contact) or by calling 1800 035 544 (free call from landlines).

<p><b>Legislation this policy is based on:</b></p> <p><b>Link:</b> <a href="https://www.legislation.gov.au/Details/C2018C00276">https://www.legislation.gov.au/Details/C2018C00276</a></p> <p><b>Link:</b> <a href="https://www.legislation.gov.au/Details/F2018L00634">https://www.legislation.gov.au/Details/F2018L00634</a></p> <p><b>Link:</b> <a href="https://www.ndis.gov.au/search?keywords=ndis+terms+of+business%C2%A0">https://www.ndis.gov.au/search?keywords=ndis+terms+of+business%C2%A0</a></p>	<p>National Disability Insurance Scheme Act 2013 (Cth)</p> <p>NDIS (Complaints Management and Resolution) Rules 2018</p> <p>NDIS Terms of Business</p>
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### Version Control Sheet

VERSION	DATE	AUTHOR	SUMMARY OF CHANGES
V6	03/12/2021	Casey Tarrant – Little Star	Updated Policy: This policy has been updated with a new directive about making a complaint about a provider to the NDIS Commission.
V5	06/07/2021	Casey Tarrant – Little Star	Updated Policy with no changes
4	18/01/2021	Casey Tarrant – Little Star	Updated Policy with no changes
3	30/06/2020	Director - Dr Sarita Hamall / General Manager – Chris Hamall	Updated Policy with no changes
2	20/01/2020	Director – Dr Sarita Hamall	Updated Policy with no changes
1 – Modified	01/08/2019	Director – Dr Sarita Hamall	New Policy
Created	29/05/2018	Centro Assist	