

## Feedback and Complaints Management

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 undertake
- Detail the way in which Clients / families / advocates engage with the system

This policy applies to all team members at planHELP including Directors and Managers and all Clients, 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 Clients.

The complaints management and resolution system is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of planHELP. 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

The planHELP website contains information about independent advocates, what they do, and how they can be accessed. Access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

### **SPECIFIC RESPONSIBILITIES**

#### **Management**

- All feedback is 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 Quality and Safeguards Commission and is supported to make contact with the NDIS Quality and Safeguards Commission if needed.
- Reasonable steps are taken to ensure that any person who makes a complaint is advised how to access independent advocacy.
- A person making a complaint is not disadvantaged for doing so. Their supports continue where possible. If they choose to engage a different provider all reasonable steps are taken to ensure that another appropriate provider is identified and support to transition services is provided if assistance is requested.
- Management are responsible for ensuring any and all staff are trained as to the relevant Complaints Management System.

## Participants

- Clients are informed of their right to complain and how to complain when they first engage with planHELP.
- Clients are invited to provide feedback about the supports they are receiving.
- Clients are informed as to how to make a complaint anonymously.
- All complaints are received and treated with respect.
- Every effort to resolve the complaint is undertaken.
- Clients are appropriately involved in the resolution of the complaint.
- Complaints are managed in a timely way.
- Clients are kept informed of progress of the complaint and proposed resolution
- Clients are provided with the contact details of the NDIS Quality and Safeguards Commission.
- Clients are provided with information to assist them to find an independent advocate
- Clients are supported to make a complaint if needed.
- Supports are not discontinued because a client makes a complaint.
- Support is provided to a client who wishes to find an alternative provider.

## Staff

- All team members are trained in the appropriate management of complaints.
- All team members collect feedback as they complete their duties and deliver this information to management.
- All team members are informed of the expectations of the NDIS Complaints Management and Resolution Rules.

## 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**

**Complaint** - People can make a complaint to the NDIS Quality and Safeguards 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 Quality and Safeguards Commission. The NDIS Quality and Safeguards Commission is the Independent Commonwealth Agency established to improve the quality and safety of NDIS supports and services.

### **RESPONSIBILITIES**

All feedback is used to inform and improve our business practices.

Every effort is 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 Quality and Safeguards Commission and is supported to make contact with the NDIS Quality and Safeguards Commission if needed.

A person making a complaint is not disadvantaged for doing so. Their supports continue where possible. If they choose to engage a different provider all reasonable steps are taken to ensure that another appropriate provider is identified and support to transition services is provided if assistance is requested

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

## **PROCEDURE**

- Feedback is sought at regular intervals and recorded securely

### **If a complaint is lodged:**

- A Complaints form is completed with the client or their representative
- The CEO or delegate is notified about the complaint.
- Agreement between the two parties regarding a resolution is negotiated
- All reasonable steps are taken to resolve the issue between the client and planHELP
- If the complaint needs to be reported to the NDIS Quality and Safeguards Commission, the relevant contact details are provided
- Details of how to find an independent advocate are provided
- Support to make the complaint is offered and provided if requested.
- Support to locate an alternative provider is given if requested
- The complaint process is tracked
- The Complaints register is checked regularly to ensure that all active complaints are followed up
- All feedback including complaints is 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**

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