



Assistive Technology Mentors Association

Complaint Policy and Management Process

Description:

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

Source Documents:

NDIS Terms of Business - Complaints

Reference Processes:

To manage complaints

Policy:

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 to

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

Complaints can be made about any part of the quality or delivery of our service such as if there are dissatisfactions with

- The way services are provided
- The decisions we have made
- The conduct of our employees
- About personal information not kept private

Complaints can be made anonymously. Complaints can be made directly to the NDIS or NDIS Quality & Safeguard Commission.

Complaints record and review

Accurate information of complaints including decisions we have made, actions taken and eventual outcomes must be recorded and kept for 7 years from the date of the complaint which allows us to:

- Review any complaints received
- Identify any systemic issues raised
- Respond to the Quality and Safeguard Commission if required
- Securely store data and ensure it is only accessible by the people who are handling the complaint

Complaint referrals

Complaints to the Quality and Safeguard Commission may be referred to other agencies or bodies if needed including

- Noncompliance with the NDIS Code of conduct
- Inappropriate or unauthorized use of restrictive practices
- Employee screening issues e.g. if an employee of the provider was found to have a criminal history (for more information refer to the Employee Screening Policy)
- Incidents relevant to other bodies (e.g. 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 complain
- Feel empowered to complain
- Are supported to complain
- Are involved in the resolution process
- Understand that they wont be adversely affected as a result of making a complaint.