Complaints Management

## Complaints Management Standard - extract from NDIS Practice Standards: Verification Module. This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant has knowledge of and access to the provider’s complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed. |
| **To achieve this outcome, the following indicators should be demonstrated:**   * A complaints management and resolution system is maintained that is 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.* |

## SPIEL – Your explanation to the auditors how you meet the above Standard. For you to read, adapt and then insert into your NDIS Commission On-line Application

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| XXX has a feedback and complaints management and resolution system in line with the NDIS (Complaints Management and Resolution) Rules 2018. Due to the size of the organisation and for operational ease some of the documents for recording and managing complaints have been combined with the XXX’s incident management system (refer to Incident Management attachments).  The participant is able to access a copy of the Feedback and Complaints Management Policy if interested – this is made known to them via the NDIS Service Agreement prior to commencement of services.  The Participant’s NDIS Service Agreement outlines the process for making a complaint or giving feedback as well as other rights and responsibilities.  Currency of knowledge of feedback and complaints management is maintained through annual training (refer Human Resources - Annual Training Plan).  Guidance on what constitutes effective feedback and complaints management is outlined in the Feedback and Complaints Management Policy.  Regular review of the participant’s Support Plan provides opportunity for ongoing feedback.  The annual Participant Survey provides further opportunity for feedback and complaints to be made and tests awareness of the participant’s knowledge on how to make a complaint.  *Please refer to Complaints Management attachments*  *Feedback and Complaints Management Policy*  *NDIS Service Agreement*  *Participant Survey Form*  *Incidents and Complaints Report*  *Incident Investigation Form*  *Incidents and Complaints Register* |