

## **Complaints Management Policy**

### **Policy 05**

#### **About this Policy**

This policy is about complaints made to I Can Jump Puddles as an NDIS provider, not complaints about the NDIS generally. All complaints are taken seriously, all people treated fairly and all corrective actions completely in a timely manner.

#### **Definitions**

A complaint is any type of feedback about the services I Can Jump Puddles provides that indicates the service was unsatisfactory or unacceptable.

This policy applies when participants want to submit feedback to I Can Jump Puddles or make a complaint. The policy applies to all feedback and complaints, regardless of the source.

This policy includes services provided by all representatives of I Can Jump Puddles, including full-time, part-time or casual staff, as well as contractors and volunteers.

#### **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 our services and 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 our 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.

### **Complaint records and review**

Accurate information of complaints received including decisions made, actions taken and eventual outcomes must be recorded and kept for seven years from the date of the complaint. This will allow 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 restrictive practice
- Employee screening issues (e.g. if an employee of I Can Jump Puddles was found to have a criminal history – see worker screening policy)
- Incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies).

### **Our complaints system**

Our complaints process 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 submit feedback or make a complaint
- Feel empowered and supported to provide feedback or make a complaint
- Are involved in the resolution process
- Understand they won't be adversely affected as a result of making a complaint.

## **Complaints about the NDIA**

The National Disability Insurance Agency (NDIA) manages the NDIS. In some cases, a complaint about the NDIA may be made to the Commonwealth Ombudsman.

In the first instance, complaints about the NDIA should be provided to the NDIA directly – [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or 1800 800 110. The National Disability Insurance Agency will need 21 days to respond to a complaint.

If the agency's response is unsatisfactory, a complaint can be lodged to the Commonwealth Ombudsman via [the online form](#) or phone 1300 362 072.

Read more about the Commonwealth Ombudsman procedure [here](#).

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.

Complaints are important—they can help providers understand what is important to people with disability and improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly. All registered NDIS providers must have a complaints management and resolution system in place.

If the provider is unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint. For further information see: [Disability Advocacy](#).

If you are in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

If you are in Western Australia, existing arrangements for making complaints remain in place, until 1 December 2020.

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

## Related Documentation

- I Can Jump Puddles Complaints Management Procedure
- I Can Jump Puddles Complaints Management Policy (Easy Read Version)
- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Terms of Business – Complaints

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