

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.

Making a complaint to the NDIS Quality and Safeguards Commission

If a client of I Can Jump Puddles is not satisfied with the outcome of our complaints procedure, we will inform them of their right to escalate their complaint to the NDIS Quality and Safeguards Commission. 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

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