# Complaints Procedure

Our complaints procedure is following section 73W of the National Disability Insurance Scheme Act 2013 and Part 2 – Section 8 of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

Due to the size of our organisation and our ability to be in constant contact with NDIS Participants or their Advocates, we maintain a regular two-way dialogue addressing any issues and concerns if they arise.

If we cannot resolve a complaint in the above format, all Participants or their Advocates can formally lodge a complaint in writing to us directly. If a Participant or Advocate cannot complete a compliant in writing, they have the option sending a audio file or contacting us via phone and we will transcribe the complaint for them.

If a complaint is made anonymously for any reason, it shall be treated with the same consideration as any other complaint.

Our service agreement has our complaints process outlined in it and we encourage open dialogue with NDIS Participants and Advocates to ensure a smotth process is achived.

**Contact details**

Rennison Innovations Pty Ltd contact details for complaints.

Email: [lenore@rennison.com.au](mailto:lenore@rennison.com.au)

Phone:

### Complaints handling

Once the complaint is received, we will assess the complaint and contact the Participant or Participant’s Advocate to resolve the issue.

If the issue cannot be resolved, the Participant or Participant’s Advocate can escalate the complaint or concern to their plan coordinator or the NDIS.

Complaints will be handled professionally and courteously. All complaints will be kept confidential unless;

* Required by law to disclose
* Agreed by the Participant to escalate to a third party for resolution

No Participant, Advocate, or Plan coordinator will be adversely affected or discriminated against for lodging or raising a complaint.

**Resolution process**

We will engage the Participant, their Advocate or plan coordinator directly to establish a process to resolve the complaint.

Where the complaint requires a longer time frame, we will ensure that the Participant, their Advocate or Plan coordinator are regularly kept informed of the progress.

### Complaints are acknowledged, assessed and resolved in a fair, efficient and timely manner

All complaints will be acknowledged in writing within 48 business hours. Where a complaint in made anonomously, all records will be kept, and if a person or location is identified in the complaint, contact will be made within 48 business hours.

Complainst will have a file opened and the process and communication kept in the file.

Partipants and/or Advocates will be offered copies of complamit managmnt dcouemtation. Documentation and information will be provided in a format which is accessible by the Participant and/or Advocate.

### Appropriate action is taken in relation to issues raised in complaints

We take all complaints seriously.

After receiving the complaint, will asses it to dertemine whether it is an;

External based issue; e.g.: is a third party a factor, or

Internal basd issue; e.g.; A result of our directvment with the NDIS participant

### Complaints handling time frames

Our aim is to resolve complaints within a work cycle. A work cycle is defined as the time between visits to the NDIS participant.

Where a complaint involves a serious issue, or requires further investigation, we will extend the deadline an dinfmation all parties of the revised date. We would expect that this type of complaint would nt exceed four weeks to resolve.

We will completed the complaints form and follow the process through to rsolution and how to prevent future issues.

### How that complaint or issue may be raised with the Commissioner

If the compliant cannot be resolved satisfactorily through our internal processes, the then Participants and/or their advocate can raise the issue with the Commissioner.

OR

If the Participant and/or Advocate are not comfortable raising the complaint directly with us, they are encouraged to contact the Commissioner of the NDIS Quality and Safeguards Commission with their concerns.

NDIS Quality and Safeguards Commission 1800 035 544.

### Appropriate support and assistance in contacting the Commissioner in relation to a complaint.

If a Participant and/or Advocate is not able to contact the NDIS Quality and Safeguards Commission, we will assist them either directly, or if the appears to be a conflict of interest, or the Participant and/or Advocate would prefer a neutral third party to act, we will contact the Support Co-ordinator and advice them of the complaint and process to date.

### Procedural fairness

This ensures that the process handling will proceed through an analytical and administrative process, not an emotional one. This will include involving an independent person to review if required.

### Record keeping

All complaints will be kept for a period od seven (7) years from the date of the complaint. All records will be kept secure in compliance with privacy regulations.

### Collection of statistical and other information

We will collect and collate the data from complaints management into a matrix to record the following;

* Type of compliant
* Resolution time
* Location
* Cause

This information will be collected using non-indefiable data and used to determine whether there are systemic issues or indiovdual issues. It will also be used to develop continuous improvement programs.

### Complaints referral

Where applicable, we will refer complaints to parties who may have a requirement to know under revelent State, Territory or Commonwealth laws.

### Staff training in Complaints Management processes.

The complaints management process for NDIS participants and or their advocates is a crucial part of providing high quality services which address and fulfil the needs of our NDIS participants .

Al complaints management process is attached to this training document, and it is a condition of employment that you are familiar with its contents and the process for recording and investigating complaints .

The complaints process provides a key element of ensuring that ndis participants are able to address issues and ensure that corrective action takes place when they feel that a service, product or communication does not correctly address their needs .

Our process for manageing complaints is as follows;

* All complaints will be handled with confidentiality and respect
* All complaints will be recorded on the complaints management form
* Anonymous complaints will be treated with the same level as normal complaints
* Participants and their advocates will be fully informed that complaints presented to directly to us or to the commissioner will not result in any discrimination or negative action towards them
* If a complaint is made to a staff member, and they do not feel that they are able to manage or investigate that complaint correctly , it will be immediately referred to the administration manager
* If a complaint is made to our organisation and we are not able to resolve it for the participant or their advocate, we will advise them that they can take the complaint to the ndis commissioner, and if required we will assist them in that process or engage their support coordinator and provide all the relevant information

Our process affords procedural fairness. By this we ensure that there are no adverse repercussions for complaints lodged, either we us or the Commissioner.

Al complaints procedure is part of our service agreement and the documentation and complaints form are available on our website

**NDIS Participant/Advocate Complaint Form**

|  |  |
| --- | --- |
| NDIS participant/Advocate information: | |
| Participant Name: | Address: |
| Contact Details: Phone: | Email: |
| Anonymous 🞏 |  |

|  |  |  |
| --- | --- | --- |
| Complaint information | | |
| Participant Name: | | Address: |
| Date: / / . | Reported to: | |
| Complaint details;  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Effect on NDIS participant:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Acknowldegment date: / / . | | Acknoledged by: |
| Is this systemic 🞏, Singular 🞏, Process 🞏, Communication 🞏, | | |

|  |  |
| --- | --- |
| Corrective Action process | |
| Coreective Action Person: | DAte: |
| Corrective action process;  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| What will be done to prevent repaetng the issue.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

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| Completion information | |
| Participant Adviced date: / / | Advised by: |
| If complaint is unresolved, the Paricipant/Advocate has been advise of their rights to contact the NDIS safeguards commission. 🞏 | |