

<b>Feedback and Complaints Policy</b>			
Policy Area:	Participant Services		
Doc ID:	PS_POL_002	Document Owner:	CEO
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Date of Next Review:	April 2025	Version:	2.0
Policy Context			
Relevant service standards: <ul style="list-style-type: none"> <li>• NDIS Practice Standards: Person Centred Supports</li> <li>• NDIS Practice Standards: Risk Management</li> <li>• NDIS Practice Standards: Feedback and Complaints Management</li> </ul>		Legislation/other requirements: <ul style="list-style-type: none"> <li>• NDIS Act 2013</li> <li>• NDIS (Complaints Management and Resolution) Rules 2018</li> <li>• Disability Act 2006</li> <li>• United Nations Convention on the Rights of Persons with Disabilities</li> <li>• Human Rights and Equal Opportunity Commission Act 1986</li> <li>• Whistleblowers Protection Act 2001</li> </ul>	

## Purpose

The purpose of this policy is to describe Distinctive Options' commitment to delivering a feedback and complaints process that is transparent, accessible, inclusive and responsive.

## Scope

This policy applies to the Board of Directors, all staff, contractors, students, volunteers, funding bodies, stakeholders and visitors of Distinctive Options. It also applies to participants and other stakeholders of Distinctive Options.

## Policy

Distinctive Options values complaints from people with a disability, families, carers, advocates, service providers and regulators. Complaints are an important source of information and are used to improve our services. Distinctive Options promotes an environment where participants and other stakeholders are free to provide both positive and negative feedback without fear or constraint, which will be effectively handled and seen as opportunities for Distinctive Options to continuously improve. No person will be treated with adverse consequences due to making a complaint. Distinctive Options encourages complainants to source independent information, support, advocacy, advice and representation if they so wish.

Distinctive Options will ensure all participants are supported in their efforts to lodge a complaint or appeal through direct assistance by Distinctive Options staff, clear simple written instructions and information on how to access advocacy organisations.

Complaints identify risks to people with a disability, visitors and staff. They help Distinctive Options to meet its occupational health and safety obligations. We aim to resolve all complaints at the lowest level and as quickly as possible, applying principles of subsidiarity.

Distinctive Options promotes opportunities for participants to provide feedback, which is used to inform individual and organisational service reviews and improvement.

Accessible information is provided to all participants about:

- providing feedback
- making complaints
- appeals and allegations processes

## **Feedback**

Distinctive Options will ensure that:

- Regular feedback is sought and used to inform participant and organisational service reviews and improvement
- Independent information, support, advice and representation is accessible to ensure participants are able to provide feedback
- Participants are supported to communicate their feedback in a manner which best suits their preferred communication style/method
- Mechanisms are in place to ensure that participants are satisfied with the management of feedback
- Outcomes of participant feedback are provided to participants clearly

## **Complaints**

Distinctive Options will ensure that:

- Independent information, support, advice and representation is accessible, clearly communicated and encouraged to ensure participants are able to make a complaint
- Participants understand how to access independent support and advice when making a complaint
- Participants can make a complaint/appeal or resolve a dispute without fear of adverse consequences
- Complaints, disputes and appeals are treated seriously and resolved as quickly as possible and at the lowest level possible
- Complaints are resolved in collaboration with the participant, and/or if applicable – family, friends, carers or advocates in a proactive and timely manner
- Outcomes of complaints, appeals and disputes are provided to participants clearly and within appropriate timeframes

- Mechanisms are in place to ensure that participants are satisfied with the management of complaints, appeals and disputes processes
- Each complaint, appeal or dispute will be handled in line with the Service Delivery Policy and with a focus on privacy and confidentiality
- Complaints, disputes and appeals are managed in accordance with the [Complaints Management and Response Procedure](#)
- Information is made available in accessible formats to all participants about external complaints mechanisms and support, including:
  - The NDIS Quality and Safeguarding Commissioner
  - Local advocacy agencies.

## Relevant Documents

The following documents are related to this policy:

[Complaints Management and Response Procedure](#)

[Participant Induction](#)