

Example Support Services

Policy and Procedure Manual

NDIS Certification Toolkit

September 2026

SAMPLE

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Complaints Management Policy and Procedure

Purpose and Scope

Example Support Services welcomes feedback and complaints as an opportunity to improve the quality and safety of supports. This policy outlines how Example Support Services receives, manages, and resolves complaints in a fair, efficient, and timely manner.

Any person may make a complaint, including participants, family members, carers, guardians, advocates, members of the public, and anonymous complainants.

How to Make a Complaint

Example Support Services ensures that making a complaint is straightforward and accessible to everyone, regardless of their communication needs or circumstances.

Lodgement Methods

Complaints can be made through:

- In person
- Phone
- Email

Accessibility of Complaint Information

Information on how to make a complaint is made available through:

- In the Service Agreement
- Information sheet provided to participants

Assistance for Participants

Example Support Services assists participants who may have difficulty making a complaint by:

- Facilitating the use of an interpreter service
- Encouraging the person to work with an advocate or other support person
- Assisting the person to write down their verbal complaint

Acknowledgment and Resolution

Example Support Services is committed to handling all complaints promptly and fairly, keeping complainants informed throughout the process.

Immediate Actions

Upon receiving a complaint, Example Support Services takes the following immediate actions:

- Acknowledge receipt verbally or in writing
- Assess the complaint for any immediate safety risks

- Determine if the complaint triggers the Incident Management System
- Log the complaint in the Complaints Register
- Preserve any relevant evidence or documentation

Acknowledgment Timeframe

Example Support Services will formally acknowledge receipt of a complaint within 24 hours.

Resolution Timeframe

Example Support Services aims to resolve standard complaints within 10 business days. Complex complaints may take longer, and the complainant will be kept informed of progress and expected timeframes.

Investigation Process

When a complaint requires investigation, Example Support Services will gather relevant information to understand what occurred and determine an appropriate response. The investigation process includes:

- Interviewing the complainant
- Interviewing witnesses
- Reviewing case notes or documentation
- Seeking external advice (e.g., legal, HR consultant)
- Documenting findings in a written report

Independent Review for Serious Complaints

As a sole operator, when a serious complaint is made, an independent review may be required to ensure impartiality. In such cases, Example Support Services will engage:

- An external consultant (e.g., a mediator)
- A peer from a professional network

Participant Involvement and Communication

Example Support Services believes that people affected by a complaint should be kept informed and involved throughout the resolution process. Open communication builds trust and ensures outcomes are fair and transparent.

Keeping the Complainant Informed

Example Support Services keeps the complainant informed of the progress of their complaint by:

- Phone updates
- Email updates

Where a complaint is made by someone other than the participant (e.g., a family member or advocate), Example Support Services will ensure the participant is kept informed and involved in the resolution process, unless doing so would cause harm or is contrary to the participant's wishes.

Upon resolution, the complainant is notified of the outcome, the reasons for any decisions made, and their options if they are not satisfied.

External Avenues and Advocacy

Example Support Services recognises that complainants may wish to seek external support or escalate their complaint beyond the organisation. Example Support Services supports this right and ensures people are aware of their options.

NDIS Quality and Safeguards Commission

Complainants have the right to take their complaint to the NDIS Quality and Safeguards Commission at any time. This information is provided:

- In the Complaints Information provided to participants
- In the complaint acknowledgment letter

Contact details for the NDIS Commission:

- Phone: 1800 035 544
- Website: www.ndiscommission.gov.au

Independent Advocates

Example Support Services supports participants to access independent advocates by:

- Providing contact details for local advocacy services
- Assisting them to make the initial phone call

Record Keeping

Maintaining accurate records of complaints supports accountability and helps Example Support Services identify opportunities for improvement.

All complaints are logged in the Complaints Register, and records are retained for a minimum of 7 years (or longer where services are provided to children, in accordance with relevant state and territory requirements).

Confidentiality

Example Support Services ensures information provided in a complaint is kept confidential by:

- Storing records in a password-protected folder
- Only disclosing information if required by law

Example Support Services will provide complaint data and statistics to the NDIS Quality and Safeguards Commission upon request.

Continuous Improvement

Example Support Services uses complaint data to identify patterns, address systemic issues, and improve the quality of supports.

Example Support Services reviews complaint data to identify trends or systemic issues quarterly. Where patterns are identified, appropriate action is taken to address the underlying causes.

Anti-Victimisation

Example Support Services is committed to ensuring that no person is adversely affected as a result of making a complaint.

Review

This policy will be reviewed annually and updated as needed to reflect changes in legislation, best practice, or organisational learning.

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