



# Complaint and Incident Reporting Procedure



## Complaint Management

All registered NDIS providers are required to have an effective system for management and resolution of complaints about the supports or services they provide and maintain appropriate records of all complaints received. It is necessary for NDIS providers to keep accurate records to enable them to identify any systemic issues and to be able to provide those records to the Commissioner or quality auditor when required.

Such systems will vary according to the size and complexity of your service, but they must always be fair, consistent, transparent, and safe. [The National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018, Effective Complaint Handling Guidelines for NDIS Providers](#)

[Unregistered providers](#) must also be able to effectively manage complaints and all NDIS providers and workers are bound by the [NDIS Code of Conduct](#).

NDS has designed the following resources to help you meet NDIS requirements when it comes to complaints management.

Registered NDIS providers are required to have complaints management arrangements in place and support people with disability to understand how to make a complaint to the provider and to the NDIS Commissioner. It is important to have an outline of your system that shows how you acknowledge, respond to, record, and manage any complaints.

The system should provide clarity to staff on how to respond to complaints, as well as informing the people using your services of the organisation's commitment to use complaints to continually improve the service. Complaint management is important for any sized service not only to safeguard participants and provide an effective means of dealing with complaints, but they also provide an opportunity for your organisation to find out where problems may be occurring and where changes need to be made.

### **Complaints training for Staff**

Why is this important? A registered NDIS provider must ensure that the roles and responsibilities of all their workers are set out in its complaints management and resolution system. This system must also ensure that workers understand and comply with the system, and are trained in how to receive, manage, and resolve complaints.



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Complaint handling training for staff can boost their commitment to and confidence in the complaints system while at the same time demonstrating that management take the system seriously. Everyone in the organisation needs to look at complaints as a positive opportunity to review processes, develop staff and for your business to continue to improve.

How you respond to a complaint can just as important as whether the complaint is resolved. There is no definitive way to do this, but the complainants need to know that you take feedback seriously and you are prepared to acknowledge mistakes when they do happen. Staff are to be encouraged to make suggestions and identify problems even if a complaint is not made. It is important that you have a clear and easy to use process for staff and people who use your support to report concerns and offer feedback.

## Information for Participants

Why is this important? It shows you are serious about letting participants know you are committed to providing support in a safe manner with care and skill and they feel they have been listened to; that their opinion was valued and that you did everything you could to address their concerns.

Every time a complaint is received, it should be recorded. This allows you to manage and monitor progress with its resolution, identify patterns and trends to improve service and ensure participant safety and satisfaction is maintained. Complaints that must be recorded include those that seek a resolution/action, and anonymous complaints that allege concerns for participant safety and/or satisfaction.

[Client Complaint Form](#) helps staff to record all the details of a complaint, incident, feedback, and improvement suggestion to assist with the complaint handling process, investigation, outcomes, and participant involvement.

[Complaint and Feedback Register](#) is a working document that shows what complaints you have managed and are currently managing, and it provides a record of the process followed and outcomes. It provides a central record that captures information about a complaint or feedback and helps identify trends or patterns that may reflect gaps or training requirements.

The register contains multiple worksheets and has dropdown menus to make the process faster and easier to use and support a consistent approach by staff. It also includes space to link to documents that might relate to the complaint and can be used where document permission restricts access to authorised persons to protect the privacy of anyone involved in the complaint.

The complaints management and resolution system must ensure that complaints are referred or notified of to any other bodies if required by law. You must provide clear instructions for staff when a complaint (e.g. criminal allegations, assault, serious misconduct, fraud, corrupt behaviour, breach of the Code of Conduct must be directed to the police, the NDIS Commission or any other required body such as in relation to mandatory reporting or other legal obligations such as Worker Health and Safety.

It is the responsibility of each NDIS provider to understand and comply with any relevant mandatory reporting or other obligation it has under the Australian law.

The register does not ask you to record why something happened as this is usually a matter for review or investigation, and care must be taken not to breach that process.



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Talk to us

Find Wellbeing cares and we are here to resolve your issues. Please follow the steps below to get help:



**If in any case Find Wellbeing fails to resolve your concerns, you may call these numbers for further assistance:**

<b>RDAS</b> <b>1 800 250 292</b>	<b>NDIS Quality and</b> <b>Safeguards Commission</b> <b>1 800 035 544</b>	<b>Write to us</b>  <b>Fill in our Complaint and</b> <b>Incident Report Form</b> <a href="#">(click here)</a>  <b>OR</b>  <b>Fill in our Feedback Form</b> <a href="#">(click here)</a>	<b>Visit</b>  <a href="http://www.findwellbeing.com.au">www.findwellbeing.com.au</a>
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