

Complaints Management

Complaints Management Standard - extract from NDIS Practice Standards: Verification Module.

Outcome: Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

To achieve this outcome, the following indicators should be demonstrated:

- A complaints management and resolution system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

ELIZABETH MACKNEY has a feedback and complaints management and resolution system in line with the NDIS (Complaints Management and Resolution) Rules 2018. Regular review of the participant's Support Plan (i.e. therapy program plan) provides opportunity for ongoing feedback.

Due to the size of the organisation and for operational ease, some of the documents for recording and managing complaints have been combined with **ELIZABETH MACKNEY's** incident management system (refer to Incident Management attachments) and is also included in the participant's service agreement.

The participant is also able to access a copy of the Feedback and Complaints Management Policy at the website: www.lismoremusictherapy.com.au. (website is currently being updated). This is made known to them via the service agreement. It outlines the process for making a complaint or giving feedback as well as other rights and responsibilities.

Currency of knowledge of the feedback and complaints management system is maintained through annual review of **ELIZABETH MACKNEY's** Feedback and Complaints Management Policy. Evidence of this will be maintained in Elizabeth Mackney's Provider profile (in HR Register). Guidance on what constitutes effective feedback and complaints management is outlined in the Feedback and Complaints Management Policy.