



Our Complaints and Feedback policy & Procedure Manual

MAN-OPS-008

How we manage complaints and feedback about the NDIS Quality and Safeguards Commission

Easy Read summary

How to use this factsheet

The NDIS Quality and Safeguards Commission wrote this policy.

When you see the word 'we', it means the NDIS Quality and Safeguards Commission.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 12.

This Easy Read policy is a summary of another policy.

This means it only includes the most important ideas.

You can find the other policy on our website at

www.ndiscommission.gov.au

You can ask for help to read this policy. A friend, family member or support person may be able to help you.

What's in this policy?

Why we have a Complaints and Feedback Policy	4
Our Guiding Principles	5
How we manage complaints	8
Levels of complaints	9
What our staff will do	11
How can you make a complaint to us?	12
Word list	13
Contact us	15

Why we have a Complaints and Feedback Policy

A **policy** is:

- a plan for how to do things
- where rules come from.

We have a Complaints and Feedback Policy because everyone has the right to:

- give **feedback**
- make a **complaint**.

Feedback is when you tell someone about:

- a problem
- something they have done well
- how they could do something better.

A complaint is when you talk to us because something has gone wrong with your supports or services.

Complaints are more serious than feedback.

We want to hear your feedback and complaints so we can make sure people with disability get good services.

Our Guiding Principles

We have 5 important ideas that guide us when we manage a complaint.

These ideas are called our Guiding Principles.

Our Guiding Principles include:

- Integrity
- Accessibility
- Responsiveness
- Appropriateness
- Integration.

We explain each of these in more detail on the next few pages.

Integrity

Integrity is when you:

- can be trusted
- do what you say you will do.

We will treat people with:

- respect
- fairness.

We will:

- listen to you
- protect your privacy
- tell you what's happening.

Accessibility

When something is **accessible**, everyone can use it.

This might be:

- a place or a building
- transport
- a service
- information
- a website.

We make sure our complaints process is accessible.

You can make a complaint:

- by phone
- by email
- by writing a letter
- in person.

You can also use:

- **TTY** – a special device that lets you type messages into the phone instead of talking
- an **interpreter** – someone who speaks your language and helps you understand what someone else is saying
- a support person
- an **advocate** – someone who speaks up for you if you can't speak up for yourself.

Responsiveness

Responsiveness is taking action to manage your complaint quickly.

We will try to fix your complaint when you tell us about it.

But we might need more time.

We explain the time it takes for us to fix complaints on page 8.

As we manage your complaint, we will let you know:

- what will happen next
- how long we think it will take to fix your complaint
- if you need to give us more information
- what we think the result of your complaint will be.

We will tell you what is happening as we work on your complaint.

Appropriateness

Appropriateness is working in a way that suits your needs.

We will manage your complaint in a way that:

- suits your needs
- is right for your type of complaint.

Integration

Integration means working together.

If your complaint involves other organisations or services, we will work with them to fix it.

How we manage complaints

There are 7 steps to how we manage a complaint.

After we receive a complaint, we will:

1. Contact you to let you know we have received your complaint.

We might need to ask you for more information at this time.

2. Look at the complaint to work out how:

- serious it is
- quickly we need to deal with it.

We will also look at how you want the complaint to be fixed.

We might be able to fix your complaint at this stage.

3. Make a plan for the best way to manage your complaint, if we can't fix it quickly.

We might need a plan for complaints that need an **investigation**.

An investigation is when you look into an issue carefully to find out what's happened.

4. Carry out our investigation if we think your complaint needs one.

5. Tell you how our investigation went and what we found out.

We may also tell you how we will fix your complaint.

6. Check in with you to make sure you are happy with how we managed your complaint.

7. Think about if we need to change the way we work so other people don't complain about the same thing in the future.

Privacy and consent

We will follow the laws that protect your privacy.

You don't have to share your personal information with us if you don't want to.

But, if you don't share your personal information with us, we may not be able to manage your complaint in the best way.

If you are making a complaint for someone else, we will also make sure that person has given you **consent** to do that for them.

If someone gives consent, they say it is ok to do something.

Levels of complaints

Our complaints process includes 3 levels.

Level 1

This is the first stage for most complaints.

If your complaint isn't serious, our staff member may be able to fix it quickly and easily.

We will try to fix your complaint within 10 working days.

We will keep a record of your complaint.

Level 2

If your complaint is more serious, we may need move it to Level 2.

Some complaints will go straight to Level 2.

These include complaints:

- from the office of a Member of Parliament
- that include the media

- about someone behaving really badly.

We will try to fix your complaint within 15 working days.

We will keep a record of your complaint.

Level 3

If you aren't happy with how we managed your complaint in Level 2, you can ask for a review.

The review will look at how we managed your complaint.

You can't ask for a review if your complaint has already been through Level 1 and Level 2.

You can only ask for a review if your complaint went straight to Level 2.

If you still aren't happy after our review, you can contact the Commonwealth Ombudsman.

The Commonwealth Ombudsman is an organisation that helps you make a complaint about an agency that works for the Australian Government.

1300 362 072

www.ombudsman.gov.au

What our staff will do

All our staff support our Feedback and Complaints Policy.

Managers

Our managers will:

- help their team welcome complaints and feedback and see them as a chance to improve
- support their team to fix complaints using the right process.

Policy and Strategy team

Our Policy and Strategy team will:

- make sure our policy is being put in place
- support staff to use our policy and manage complaints
- manage Level 2 complaints

Executive Leadership Team

Our Executive Leadership Team will:

- support staff to welcome complaints and feedback and see them as a chance to improve
- make sure complaints are being managed on time.

Commissioner

Our Commissioner will:

- lead the organisation and show staff that complaints and feedback can help make things better
- find someone to investigate more serious complaints
- find someone to investigate the way we managed a complaint if needed.

How can you make a complaint to us?

You can call us on **1800 035 544**.

You can email us at contactcentre@ndiscommission.gov.au.

TTY

133 677

The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767

Word list

Accessible

When something is accessible, everyone can use it.

This might be:

- a place or a building
- transport
- a service
- information
- a website.

Advocate

Someone who speaks up for you if you can't speak up for yourself.

Appropriateness

Appropriateness is working in a way that suits your needs.

Complaint

When you talk to us because something has gone wrong with your supports or services.

Consent

If someone gives consent, they say it is ok to do something.

Feedback

When you tell someone about:

- a problem
- something they have done well
- how they could do something better.

Integration

Working together.

Integrity

Integrity is when you:

- can be trusted
- do what you say you will do.

Interpreter

Someone who speaks your language and helps you understand what someone else is saying.

Investigation

When you look into an issue carefully to find out what's happened.

Policy

A policy is:

- a plan for how to do things
- where rules come from.

Responsiveness

When someone is responsive, they take action to manage your complaint quickly.

TTY

A special device that lets you type messages into the phone instead of talking.

Contact us

You can call us from 9am to 5pm, Monday to Friday.

If you live in the Northern Territory, you can call us from 9am to 4.30pm.

1800 035 544

Send us an email: contactcentre@ndiscommission.gov.au

NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750

www.ndiscommission.gov.au

TTY

133 677

The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767

Internet relay calls

internet-relay.nrscall.gov.au

The Information Access Group created this Easy Read document. For any enquiries, please visit www.informationaccessgroup.com. Quote job number 3646.