

## Complaints policy

### Policy statement

Aspect Plan Management values complaints from people with disability, families, carers, service providers and regulators to ensure people are treated fairly when they use our services. Complaints are an important source of information and are used to improve our services wherever possible. This policy supports Aspect Plan Management to apply the NDIS Practice Standards Core Module requirements.

### Scope

This policy applies to all staff, contractors, volunteers or business partners. This policy is owned by the Board.

### How to contact us to make a complaint

If you wish to make a complaint you can contact the **Head of Aspect Plan Management** via

- email at [contact@aspectndis.com.au](mailto:contact@aspectndis.com.au)
- phone 1300 770 986
- post to Level 4, 152 Elizabeth Street, Melbourne VIC 3000

Please clearly state that you wish to lodge a complaint.

**You can remain anonymous in making the complaint if you wish to and rest assured, whether identified or anonymous – you will not be adversely impacted by making a complaint.**

We may request that you complete our complaints form which is optional. We will supply a copy of the form or you can download it from our website located at

**<https://aspectndis.com.au/forms/>**

We will provide an initial response within 1 business day and/or resolution within 5 business days.

If you are not satisfied with our proposed resolution or if you would like support making a complaint you can contact the [NDIS Commission](#).

**Please note that we must report complaints to the Commissioner, if we are requested to do so by the Commissioner.**

## Principles

- Everyone has the right to complain or give feedback.
- People making complaints should be supported to access complaints processes.
- Complaints processes should be sensitive to any cultural requirements.
- Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability.
- Complaints identify risks to people with disability but also visitors and staff and support Aspect Plan Management to meet its occupational health and safety obligations.
- Complaints identify opportunities for Aspect Plan Management to continuously improve its services aligned with its Continuous Improvement Policy and culture.
- **You may wish to remain anonymous in making the complaint.**
- **You will not be adversely impacted by making a complaint.**
- **You will be provided a copy of the complaint in writing.**
- **You will be kept up to date of the progress and status of the complaint until a resolution.**

## Definitions

**Allegation** – a claim that an illegal act has occurred. Allegations are always investigated and sometimes an external authority undertakes the investigation such as the police.

**Concern** – a notification that a person is worried that something is not working, has gone wrong or is otherwise not as it should be.

**Complaint** – formal advice that an incident has occurred, something is not working the way it should, something is inappropriate or someone is at risk. A serious incident process is required for legal and contractual purposes when a complaint is about a serious incident.

**Feedback** – can be positive or negative and may include suggests for improvements

### **Related policy and procedures**

- Continuous improvement policy
- Code of conduct

### **Related legislation and policy**

- National Disability Insurance Scheme Act 2013: Principles.
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Disability Insurance Scheme Practice Standards

## Approvals

Date of approval: **21/08/2020**

Date of review: **22/08/2024**