

Complaints Policy

Policy Introduction

Our organisation practices a culture where compliments and complaints are treated with equal respect. They are both opportunities to improve service and processes.

Purpose

This Complaints Policy states our commitment to customer feedback of all kinds and meets our obligations under the NDIS legislation. It is a guiding principle of the *National Disability Insurance Scheme Act 2013* (NDIS Act) that people with disability have the same right as other members of Australian society to pursue any grievance.

Responsibilities

Supports for Me is responsible for implementing this policy. To ensure our organisation continues to improve and provide a valued service, we welcome all feedback off our customers.

Our Commitment

- That our customers understand their rights and responsibilities in relation to providing feedback and making a complaint
- All customers are treated with respect and dignity. This includes respecting their privacy and maintaining the confidentiality of their information.
- A customer does not have to make a complaint to have a concern dealt with as a complaint.
- Information on the feedback and complaint management process is easily accessible. This includes the timeframe in which matters will be attended to.
- Customers are informed how to raise a compliment or complaint.
- We explain alternative complaint resolution pathways when the complaint is first lodged.
- We support our customers to identify and seek their preferred outcome.
- Employees are trained in our feedback, compliment and complaint management processes and develop the capabilities required to manage compliments, complaints and feedback.

Review

Supports for ME will monitor and review this policy regularly. Feedback from clients will be sought as part of the policy review process.

Further information

For further information contact the provider, Supports for ME on 0417 907130 or melissa@supportsforme.com.au