

Complaints Tip Sheet

Complaints are a good thing as they highlight areas that can be improved. It is important to use the complaints process when and if you or a person you are supporting, does not receive the service you/they expect, and/or are entitled to.

Addressing complaints can often take time and should be looked at as a learning experience and a positive part of continuous service improvement. Feedback is also important for services and along with complaints serve as an important safeguard.

Managing Complaints well helps to:

- Better understand client/individual needs
- Improves support
- Enhances communication
- Recognises problems and encourages resolution
- Empowers people to speak up about the service they receive



Complaints to the service you are using:

- Every service provider must have a complaint policy and have it in accessible formats, e.g. easy English, audio, other languages etc.
- You are entitled to a copy of the complaints policy
- Most complaints policies will encourage you to talk to the person you have the issue/concerns with first...
- However, if you do not feel comfortable to do that you have the right to go to their manager and discuss your concerns
- You have the right to have a support person/advocate to assist you to make your complaint (refer to 'Where to Find and Advocate' - Tip Sheet)
- If you are unhappy with the response to your complaint from the service, you can contact the relevant complaints body e.g. NDIS Quality and Safeguard Commission (QSC) and see below for others

Complaints about services purchased with your NDIS package

If you are unhappy with the quality of support or performance of a Disability Service or other service that you purchase with your NDIA funding package, complain to:

NDIS Quality & Safeguards Commission (QSC)

E: feedback@ndiscommission.gov.au T: 1800 035 544 W: www.ndiscommission.gov.au

General complaints about the NDIS itself

The Act requires that the NDIA resolve complaints about its staff and procedures by:

- taking immediate action where there appears to be a high risk of harm or abuse
- acknowledging complaints within 24 hours of receipt
- calling you within 48 hours of acknowledgement
- resolving complaints within 21 calendar days

The Agency (NDIA) encourages complaints, and these can be:

- made in writing or in person or submitted on the Agency Complaint Form
- directed to the person you have a concern about, or to their supervisor
- if you are still unhappy you can speak to the State/Territory manager

NDIA Complaint form can be downloaded from:

<https://www.ndis.gov.au/contact/feedback-and-enquiries/feedback-and-complaints-form>

Complaints about the NDIA itself or NDIA staff

If you aren't satisfied with the performance of the NDIA, you can complain to the

Commonwealth Ombudsman.

T: 1300 362 072 W: <http://www.ombudsman.gov.au/pages/making-a-complaint>

Review of an NDIS Decision

There are a lot of decisions that the NDIA makes that are 'reviewable decisions'. These are legislated in the NDIS Act and are decisions made by the NDIA as part of its processes, e.g. person deemed not eligible; denying funding for a support or equipment requested by participant. If you disagree with a NDIA decision you can request (verbally or on form) an internal review of the decision by the NDIA. They must provide a written response to the request. <https://www.ndis.gov.au/participants/how-review-planning-decision>

Administrative Review Tribunal (ART)

Currently, if a participant is still dissatisfied with a decision after an internal (i.e. within NDIA) review, they can then apply to the Administrative Review Tribunal for an 'external' review. It should be noted that some NDIS decisions are not reviewable, but many are such as the decision that a participant cannot self-manage the funding for supports.

Complaints: T: 1300 366 700 E: feedback@aat.gov.au W: www.aat.gov.au

VALID

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