

Feedback & Complaints Management Policy

Introduction / Purpose

Through the [NDIS \(Complaints Management and Resolution\) Rules 2018](#), as a registered NDIS provider, Intelife is required to have an effective system for the management and resolution of complaints about the supports and services we provide.

These **Rules** are designed to ensure providers are responsive to the needs of people with disability through the timely resolution of issues and promote continuous improvement.

Intelife's system must support people with disability to understand how to make a complaint to Intelife and the NDIS commission.

Intelife acknowledges that receiving feedback and complaints is an important way to monitor service quality, and drive continuous improvement. In addition, complaints can be an important sign that people are exercising their fundamental right to express their views about what is, and what is not working with their NDIS supports.

Empowering people to speak up is a critical safeguard promoting human rights and preventing violence, abuse, neglect, exploitation, and discrimination of people with disability.

Scope

This policy has application to all Intelife service areas providing supports and services to people with disability in collaboration with their families, carers, representatives, and advocates.

This policy applies to all staff, contract/agency workers, and volunteers.

Policy Statements

Intelife will work to ensure:

- the complaints handling system follows the principles of procedural fairness and natural justice and complies with the **Rules**.
- each participant has knowledge of and access to Intelife's complaints management and resolution system; including how to make a complaint to the NDIS Commission. Information on making a complaint will be provided at service entry, exit and given on an annual basis during service.
- complaints and feedback made by all parties (including an anonymous complaint) will be welcomed, acknowledged, respected, and well managed. The right of access to an advocate will be promoted and supported.
- through the monitoring of feedback and complaints, service improvements are made and that participant views on the accessibility of Intelife's system are incorporated; and
- all staff engaged in NDIS funded supports are aware of and receive annual training in relation to complaints handling; including instruction to support any participant in making a complaint and support to seek and engage an advocacy service provider.