

## Feedback & Complaints Management Policy

### Introduction / Purpose

Intelife welcomes any feedback, suggestion or complaint (even if anonymous) from commercial clients, staff, and people with disability.

Intelife recognises feedback and complaints are an important way to monitor service quality, and drive continuous improvement. Feedback is a critical part of improving the services we provide.

For people with disability, the [NDIS \(Complaints Management and Resolution\) Rules 2018](#) require registered NDIS providers to:

- have an effective system for the management and resolution of complaints
- be responsive to the needs of people with disability and empower them to speak up; and
- make it easy to complain (anonymously if they choose) and ensure all complaints are dealt with quickly and fairly.

### Scope

This policy applies to all Intelife staff, contract/agency workers, and volunteers working in commercial service areas and to service areas providing support and services to people with disability in collaboration with their support networks.

### Policy Statements

Intelife will work to ensure:

- complaints and feedback (including anonymous complaints) are welcomed, acknowledged, respected, and well managed. This means records of received complaints are made and maintained and the complaints handling process follows the principles of [procedural fairness](#) and complies with the NDIS Rules
- any person making a complaint and the person affected by the issue will be kept informed of the complaint's progress, be appropriately involved in the resolution and be updated on any outcomes including any action taken and decisions made
- service improvements are made as a result of monitoring feedback and complaints
- participants and their support network know how to make a complaint to Intelife and the NDIS commission and their views on the accessibility of Intelife's system are incorporated as complaints are 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
- all staff engaged in NDIS funded supports are aware of and receive annual complaints handling training including instruction to support any participant in making a complaint and support them to seek and engage with an advocacy service provider
- people with disability are empowered to speak up. This is viewed as a critical safeguard promoting human rights and preventing violence, abuse, neglect, exploitation, and discrimination of people with disability.