

OT Group – Complaints Management

Complaints Management Standard - extract from NDIS Practice Standards: Verification Module.

Outcome: Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

To achieve this outcome, the following indicators should be demonstrated:

- A complaints management and resolution system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

Occupational Therapy Group has a feedback and complaints management and resolution system in line with the NDIS (Complaints Management and Resolution) Rules 2018. Due to the size of the organisation and for operational ease some of the documents for recording and managing complaints have been combined with the Occupational Therapy Group's incident management system (refer to Incident Management attachments).

The participant is able to access a copy of the Feedback and Complaints Management Policy if interested – this is made known to them via the NDIS Service Agreement prior to commencement of services.

The Participant's NDIS Service Agreement outlines the process for making a complaint or giving feedback as well as other rights and responsibilities.

Guidance on what constitutes effective feedback and complaints management is outlined in the Feedback and Complaints Management Policy.

Regular review of the participant's Support Plan provides opportunity for ongoing feedback.

The annual Participant Survey provides further opportunity for feedback and complaints to be made and tests awareness of the participant's knowledge on how to make a complaint.

Please refer to supplementary Complaints Management documents:

- *Feedback and Complaints Management Policy*
- *NDIS Service Agreement*
- *Participant Survey Form*
- *Incidents and Complaints Report*
- *Incident Investigation Form*
- *Incidents and Complaints Register*