

Feedback, Compliments and Complaints – Policy and Procedure

CONTENTS

1	PURPOSE	1
2	SCOPE	1
3	POLICY STATEMENT	1
4	PROCEDURE	1
5	RESPONSIBILITIES	2
	Compliance, monitoring and review	2
	Reporting	2
	Records management	2
6	RELATED LEGISLATION AND DOCUMENTS	3
7	APPROVAL AND REVIEW DETAILS	3

1 PURPOSE

- 1.1 This policy and procedures provide guidance to Taylor Made Outcomes, in relation to the management and resolution of complaints.
- 1.2 Effective complaint resolution ensures Taylor Made Outcomes is focused on resolution of issues in a timely manner.
- 1.3 Compliments are encouraged and drive continuous improvement, noting aspects of the support provided that are bringing positive outcomes.

2 SCOPE

- 2.1 This policy and procedures apply to all employees of Taylor Made Outcomes.

3 POLICY STATEMENT

- 3.1 Taylor Made Outcomes always works in accordance with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and the NDIS Code of Conduct, March 2019.

4 PROCEDURE

- 4.1 All new participants are advised through intake and the Service Agreement of Taylor Made Outcomes Complaints Policy and a copy is available on the Taylor Made Outcomes website, including an easy read version.
- 4.2 The Welcome to Taylor Made Outcomes booklet also outlines the processes of complaints, compliments and feedback submissions
- 4.3 Complaints are received through any means necessary including phone calls, emails, letters and face to face and anonymity is offered in all instances
- 4.4 Complaints can be submitted (including anonymously) through the online submission form - <https://taylormadeoutcomes.com.au/complaints/>

- 4.5 Complaints received through google reviews are acknowledged and contact request is made
- 4.6 Participants are encouraged to raise issues and concerns, without fear of consequences such as refusal of service or poor service delivery
- 4.7 Taylor Made Outcomes commits to an initial written response within 7 working days of receipt of a complaint and a written resolution within 28 working days
- 4.8 Participants are also advised within Taylor Made Outcomes Service Agreement the contact information for raising complaints through to the NDIS Quality and Safeguards Commission - <https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker#paragraph-id-7580>
- 4.9 All employees are advised of complaints made relating to them, and offered a right of reply and training / professional development is offered (where deemed necessary)
- 4.10 All employees have access to the Employee Assistance Program for support and guidance following involvement in a complaint
- Three hours of telephone counselling from 9am - 9pm Monday - Friday go to Booking Form at: eapassist.com.au/booking-form/ using allocated Helpline Number/Access Code: **0407086000**

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 All employees of Taylor Made Outcomes have a responsibility to comply with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and the NDIS Code of Conduct, March 2019
- 5.2 The Director will ensure all complaints are registered and actioned in accordance with this policy.
- 5.3 Taylor Made Outcomes reviews all policies and procedures annually, or sooner, due to legislation or contractual agreement changes

Reporting

- 5.4 Where a complaint identifies suspected or witnessed abuse, exploitation, neglect, violence and discrimination of a child or person living with disability, compliance is required in accordance with Taylor Made Outcomes - Freedom from Abuse, Exploitation, Neglect, Violence and Discrimination – Policy and Procedure

Records management

- 5.5 Staff must maintain all records relevant to administering this policy and procedure in a recognised Taylor Made Outcomes recordkeeping system.
- 5.6 The Director maintains the following registers, located on MYP:
- Compliments
 - Continuous Improvement
- 5.7 The Director maintains a Complaints Register located within the company one drive with individual folders for each complaint, outlining communication and resolution / outcomes

6 RELATED LEGISLATION AND DOCUMENTS

National Disability Insurance Scheme Code of Conduct – March 2019

National Disability Insurance Scheme (Code of Conduct) Rules 2018

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018

Taylor Made Outcomes – Incident Report Form

Taylor Made Outcomes- Complaint Form

Effective Complaints Management Guidelines (NSW Ombudsman)

<https://www.ombo.nsw.gov.au/guidance-for-organisations/resources/effective-complaint-management-guide>

7 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approver	Mandy Drain – Director
Reviews	June 2021, June 2023, March 2024, Jan 2025, August 2025
Review due	August 2027
Review cycle	Bi-annual

Approval and Amendment History	Details
Original Approval Authority and Date	Mandy Drain, Director – June 2019