

FEEDBACK AND COMPLAINTS MANAGEMENT POLICY

Document Control

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Applies To	All staff, contractors, volunteers and participants
Classification	Controlled Document

Revision History

Version	Date	Summary of Changes	Approved By
1.0	11 August 2026	Initial Issue	Director

1. Purpose

This policy outlines Smart Way Disability Care Pty Ltd's commitment to actively seeking, receiving, managing and responding to feedback and complaints in a fair, transparent, timely and confidential manner.

The organisation uses feedback and complaints as a key tool for continuous improvement, service quality enhancement, and safeguarding participant rights in line with the NDIS Practice Standards.

2. Scope

This policy applies to:

- Participants and their representatives
- Family members, carers and advocates
- Directors and management
- Support workers
- Administration staff
- Contractors and volunteers
- Any person interacting with Smart Way Disability Care services

This policy applies to all feedback and complaints received verbally, in writing, electronically, or through any other communication method.

3. Policy Statement

Smart Way Disability Care Pty Ltd is committed to:

- Encouraging open and honest feedback at all times
- Ensuring complaints are taken seriously and addressed promptly
- Providing a safe environment free from fear of retaliation
- Treating all complainants with dignity, respect and fairness

- Maintaining confidentiality throughout the process
- Using feedback and complaints to improve services and systems

No person will be disadvantaged or treated unfairly for providing feedback or making a complaint.

4. Principles of Feedback and Complaints Management

The organisation will ensure all feedback and complaints are managed according to the following principles:

- **Accessibility:** Easy and inclusive processes for all participants
 - **Fairness:** Impartial and unbiased handling of all matters
 - **Confidentiality:** Information shared only on a need-to-know basis
 - **Responsiveness:** Timely acknowledgement and action
 - **Transparency:** Clear communication throughout the process
 - **Accountability:** All actions are documented and reviewed
 - **Participant-Centred Approach:** Respect for participant rights, choices and voice
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5. Types of Feedback and Complaints

Feedback and complaints may relate to:

- Quality or delivery of supports
- Staff behaviour, attitude or conduct
- Safety concerns or incidents
- Breaches of privacy or confidentiality
- Discrimination or unfair treatment
- Communication issues
- Service delays or missed supports

- Financial or billing concerns
- Suggestions for service improvement

6. Providing Feedback or Making a Complaint

Feedback or complaints may be made by:

- Participants
- Family members or guardians
- Advocates
- Staff members
- External stakeholders

They may be submitted through:

- Phone
- Email
- In person
- Written letter
- Feedback forms
- Online communication (if available)

Participants are also entitled to contact external bodies such as the NDIS Quality and Safeguards Commission at any time.

7. Feedback and Complaints Handling Procedure

Step 1 – Receiving Feedback or Complaint

1. All feedback and complaints are received respectfully and without judgement.

2. Immediate attention is given to urgent safety concerns.
 3. The person is informed of the process and their rights.
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Step 2 – Recording

1. All complaints are recorded in the Feedback and Complaints Register.
 2. Records include:
 - Date and time
 - Details of feedback or complaint
 - People involved
 - Risk level (if applicable)
 - Immediate actions taken
 3. A reference number is assigned.
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Step 3 – Acknowledgement

1. The complainant is acknowledged within a reasonable timeframe.
 2. They are informed of:
 - Next steps
 - Expected timeframes
 - Contact person for follow-up
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Step 4 – Assessment and Action

1. Management assesses the issue and determines required action.
2. Investigation is conducted where necessary.

3. Relevant staff may be consulted.
4. All parties are given a fair opportunity to respond.

Step 5 – Resolution

1. An outcome is determined based on findings.
2. Actions may include:
 - Service improvements
 - Staff training or supervision
 - Policy or procedure updates
 - Apology or corrective action
3. The complainant is informed of the outcome in an appropriate manner.

Step 6 – Closure and Review

1. The matter is formally closed in the register.
2. Documentation is securely stored.
3. Outcomes are reviewed for improvement opportunities.

8. Timeframes

Smart Way Disability Care will ensure:

- Prompt acknowledgement of all feedback and complaints
- Priority handling of urgent or high-risk matters
- Reasonable resolution timeframes based on complexity
- Ongoing communication if delays occur

9. Confidentiality and Privacy

All feedback and complaints will be handled confidentially.

Information will only be shared with:

- Authorised staff involved in resolution
- External agencies where legally required
- Individuals directly involved in the matter

Unauthorised disclosure is strictly prohibited.

10. Support for Complainants

Participants and complainants may access support including:

- Advocacy services
- Interpreter services
- Family or representative support
- External complaint bodies

The organisation will assist individuals to access appropriate supports where required.

11. External Complaints and Escalation

Individuals may escalate concerns at any time to:

- NDIS Quality and Safeguards Commission
- Disability advocacy organisations
- Other relevant regulatory bodies

Smart Way Disability Care will fully cooperate with all external investigations.

12. Protection from Retaliation

No person will be:

- Disadvantaged
- Penalised
- Discriminated against
- Treated unfairly

for providing feedback, making a complaint, or participating in an investigation.

13. Continuous Improvement

Feedback and complaints are used to improve services.

Management will:

- Analyse trends and patterns
 - Identify systemic issues
 - Implement corrective and preventive actions
 - Update policies and procedures
 - Provide staff training based on findings
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14. Record Keeping

All feedback and complaints will be:

- Recorded in the Feedback and Complaints Register
- Stored securely
- Maintained in accordance with retention requirements

- Protected under privacy legislation

15. Training

All staff will receive training in:

- Feedback and complaints handling
- Communication and de-escalation skills
- Privacy and confidentiality
- Incident reporting
- Participant rights and responsibilities

Training records will be maintained.

16. Monitoring and Review

This policy will be monitored through:

- Internal audits
- Complaints register reviews
- Staff supervision
- Participant feedback
- External audits

Non-compliance will be addressed through corrective action.

17. Related Documents

- Feedback and Complaints Procedure
- Incident Management Policy

- Privacy and Confidentiality Policy
- Risk Management Policy
- Governance and Operations Policy
- Staff Code of Conduct
- Feedback Form
- Feedback and Complaints Register

18. Policy Review

This policy will be reviewed annually or earlier if:

- NDIS or legislative requirements change
- Significant trends or risks are identified
- Audit findings require updates
- Organisational improvements are required

Next Review Date: 11 August 2027

Smart Way
DISABILITY CARE SERVICES