

Complaints & Feedback Policy & Procedure

Professional Care Supports (NSW) Pty Ltd
ABN 16 649 239 181
NDIS Provider No. 4050117250

Document Control

Version: 4.0

Approved by: Director

Effective Date: 2026

Review Date: Annually

Next Review: 12 months or following major complaint

Purpose

To ensure complaints and feedback are managed effectively, fairly, and transparently in line with NDIS Practice Standards and continuous improvement principles.

Scope

Applies to all participants, families, carers, advocates, staff, contractors, and stakeholders.

Policy Statement

The organisation welcomes complaints and feedback and ensures all concerns are addressed without fear of reprisal, maintaining confidentiality and fairness.

Responsibilities

Management:

- Ensure complaints system is implemented
- Investigate and resolve complaints
- Report serious matters

Staff:

- Receive and document complaints
- Escalate appropriately

Participants:

- Can lodge complaints freely with support if needed

Complaints Process

1. Lodgement:

- Complaints can be verbal, written, anonymous, or via advocate

2. Acknowledgement:

- Acknowledge within 2 business days

3. Recording:

- Record in Complaints Register

4. Assessment:

- Determine severity and risk

5. Investigation:

- Conduct fair and unbiased investigation

6. Resolution:

- Provide outcome within 14 business days

7. Close & Review:

- Record outcome and improvements

Escalation & NDIS Reporting

Serious complaints (abuse, neglect, reportable incidents) must be escalated immediately and reported to the NDIS Commission as required.

NDIS Quality and Safeguards Commission

Professional Care Supports (NSW) Pty Ltd complies with the requirements of the NDIS Quality and Safeguards Commission, including the NDIS Code of Conduct, NDIS Practice Standards, incident management, complaints management, and worker screening obligations.

Website:

<https://www.ndiscommission.gov.au>

Phone:

1800 035 544

Email:

contactcentre@ndiscommission.gov.au

Postal Address:

NDIS Quality and Safeguards Commission
PO Box 210
Penrith NSW 2750

ABN:

40 293 545 182

Commissioner:

Ms Louise Glanville — NDIS Commissioner

Natural Justice & Procedural Fairness

- All parties given opportunity to respond
- Decisions based on evidence
- Maintain impartiality

Continuous Improvement

- Analyse complaint trends
- Implement corrective actions
- Review systems regularly

Timeframes

- Acknowledge within 2 business days
- Resolve within 14 business days
- Immediate escalation of serious matters

Forms & Registers

- Complaints Form
- Complaints Register
- Investigation Template

Compliance

Aligned with NDIS Practice Standards – Rights & Responsibilities and NDIS Commission requirements.