

Complaints Management System

This document contains:

A>Instructions how the Complaints system can be used

B> The format in which the Complaint is to be initiated

C>The format of the Complaints Register which will be maintained in APMP.

Complaints Management System

What should be reported:

Broadly speaking, a complaint is an expression of dissatisfaction with an Agile Plan Management Pty Ltd ("APMP"), including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.

A **complaint** is someone letting you know that your service is not 'hitting the mark'.

A person does not necessarily have to expressly state that they wish to make a complaint to have an issue or concern dealt with as a complaint. Regardless of whether it is a big or small issue, if it is treated seriously, it demonstrates to the person that their input is valued to improve the services bring delivered.

To whom should it be reported:

Once a reportable incident has been identified, the attached "Incident Report" should be completed before 7 days of the occurrence of the incident. This can be initiated by the Participant or the nominee of the participant. This must be sent to the e-mail address below:

agileplanners@gmail.com

Once the Complaint is received by the Director of APMP, within 7 days will review the complaint and initiate a phone contacts with the initiator to discuss and agree a resolution that will satisfy the initiator of the complaint. APMP will ensure that both the person involved in the complaint and any affected person with a disability are:

- appropriately involved in the resolution of the complaint, and
- kept informed of the progress of the complaint, including:
 - any action taken,
 - the reasons for decisions made, and

options to have decisions reviewed.

The period during which the resolution will be completed will be determined mutually between the Participant and the Director of APMP.

If a mutual resolution cannot be achieved, the incident will be reported to the Commissioner of NDIS by the Director APMP with a copy to the Participant.

The responsibility of recording the incident in the 'Complaints Register' attached, will be with Director APMP. The relevant records will be retained for the period of 7 years.

The initiator may choose to communicate to APMP to direct the Complaints directly to NDIS Commission. If the initiator prefers to directly forward any complaints to NDIS commission, the following contact details can be used.

Confidentiality will be maintained in all circumstances. However, any matters involving the breach of the law of the land will be reported to relevant law governing authorities.

Anonymous Complaints:

If the initiator wishes they are free to anonymously lodging a complaint about APMP services provided to the NDIS Commission by Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. You can ask for Interpreters if required. For National Relay Service and ask for 1800 035 544. Completing a complaint contact form on the NDIS Commission website

<https://www.ndiscommission.gov.au/about/complaints#:~:text=A%20complaint%20can%20be%20made%20to%20the%20NDIS,035%20544.%203%20Completing%20a%20complaint%20contact%20form.>

would be dealt with directly and quickly. The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to act.

All such complaints will be used to feed to improve the systems used by APMP in the future.

Each participant has knowledge of and access to the provider's complaints management and resolution system via the [www. Agileplanmanagement.com.au](http://www.Agileplanmanagement.com.au) website (under resources). Complaints made by all parties will be welcomed, acknowledged, respected and well-managed.

The Directors will ensure that all employed by Agile Plan Management Pty Ltd will be familiarised with the Complaints Management process and the relevant forms available for client access on the website.

AGILE PLAN MANAGEMENT PTY LTD

Complaints Form

Issued To:

Department: [Enter Department to complaint]

Location: [complete address here]

Date:

Complaint made by: [Enter Name Here]

Address:

Complaint Details:

Don't forget to attach all necessary documentation,

Proposed Action Purposes

Don't forget to attach all necessary documentation

Name & Signature: _____

Form Accepted by: [Authority Name Here]

Designation

Signature & Date: _____

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Complaints Register

Received Date	Reported By	Complaint No.	Complaints Description	Follow up Date	Follow-up Action Description	Completed date