

# Client Feedback & Complaints Policy Statement

DECEMBER 2019

## Policy Statement

My Plan Manager is committed to providing effective complaints management by delivering a transparent, effective and efficient feedback and complaint handling management system.

My Plan Manager recognises that having an effective feedback and complaint handling management system provides the opportunity to deliver a higher level of services to its clients.

Our complaints management system is based on the principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018. These Rules require that all NDIS providers implement and maintain a complaint management and resolution system which is accessible, fair and responsive.

Complaints (and compliments) are welcome, as we use all feedback as a mechanism to support continuous improvement within My Plan Manager.

While we encourage complaints in the first instance to us, individuals wishing to raise a complaint about our service directly with the NDIS Commission may do so if they so wish.

MPM guarantee no adverse consequences for making a complaint either directly to us or to the NDIS Commission.

Where appropriate, MPM can refer complaints to the NDIS Commission or other body and notify other bodies under relevant Commonwealth, State or Territory laws.

Last Reviewed: December 2019

Last Updated: March 2019

Signed: (by CEO/Head of Organisation)

## A Person Centred Approach at My Plan Manager

My Plan Manager is committed to a Person-Centred Approach in delivering supports to participants. Person Centred Supports are central to our philosophy, our mission, and our business model.

Please refer our Person-Centred Supports policy & procedure for more information on person-centred approaches.

## Complaint pathways

A complaint can be made via several different pathways, including:

	Telephone
	Email
	In person
	Letter
	Website

Any person can make a complaint (including an anonymous complaint) about the services provided.

My Plan Manager ensures that any person wishing to make a complaint either directly to MPM or to the NDIS Commission, will not be disadvantaged or suffer any consequences by doing so.

### How we provide an easy and accessible Complaints pathway

#### What happens if I make a complaint by telephone?

- We will endeavour to respond to complaints received by telephone as quickly as possible. Subject to the nature of the complaint, this may require referral to a senior staff member or gathering of additional information so it may be necessary to take your details and arrange a suitable time to call you back.
- It is envisaged that most complaints can be resolved during the initial telephone call or within the same business day.

#### What happens when I provide feedback or lodge a complaint by email?

- Feedback or a complaint may be made using the My Plan Manager email address [feedback@myplanmanager.com.au](mailto:feedback@myplanmanager.com.au)
- When an emailed Complaint is received the complaint will be acknowledged within two business days of receipt by MPM.
- Thereafter, complaints are ordinarily assessed within 10 business days.
- To ensure My Plan Manager's transparency the complainant will be kept informed at all stages of the complaint process and will be informed if there will be any possible delays.
- After the assessment of the issue(s) so described, a nominated person will contact you either via telephone or in writing and advise of the outcome.
- In exceptional circumstances it may be necessary to appoint an external investigator. The timeframes will be discussed with the person making the Complaint.
- Nothing in the above process prevents a complainant from making a complaint to the NDIS Commission at any time.