

# Client Feedback & Complaints Statement

## Statement

My Plan Manager Group (MPMG) trading as My Plan Manager (MPM) and National Disability Support Partners (NDSP) is committed to providing effective complaints management by delivering a transparent, effective, and efficient feedback and complaint handling management system.

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

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 Group.

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.

My Plan Manager Group guarantee no adverse consequences for making a complaint either directly to us or to the NDIS Commission.

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

**Last Reviewed:** May 2025

**Last Updated:** May 2025

**Signed:**

Karin Calderisi










Chief Client Services Officer

## A Person-Centred Approach at My Plan Manager Group

My Plan Manager Group (MPMG) 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.

## Complaint Pathways

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

	Phone		Website
	Email		Survey
	In person		Service Outcome Feedback
	Letter		Kinora on-line Platform
	Social Media		

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

My Plan Manager Group (MPMG) ensures that any person wishing to make a complaint either directly to My Plan Manager (MPM) and/or National Disability Support Partners (NDSP) or to the NDIS Commission, will not be disadvantaged or suffer any consequences by doing so.

## How We Provide an Easy & Accessible Complaint's Pathway

### What Happens if I Make a Complaint by Phone?

- We will endeavour to respond to complaints received by phone 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 phone call or within the same business day

### **What Happens when I Provide Feedback or Lodge a Complaint by Email or Using the MPM or NDSP Websites?**

- Feedback can be provided, or a complaint may be made using one of the following as applicable:
  - **My Plan Manager (MPM)** website or email address  
[feedback@myplanmanager.com.au](mailto:feedback@myplanmanager.com.au)
  - **National Disability Support Partners (NDSP)** website or email address  
[feedback@ndsp.com.au](mailto:feedback@ndsp.com.au)
- When the Complaint is received the complaint will be acknowledged within two (2) business days of receipt by MPMG
- Thereafter, complaints are ordinarily assessed within ten (10) business days
- To ensure My Plan Manager Group's transparency the complainant will ordinarily be kept informed at all stages of the complaint process and any delays will be communicated as required
- After the assessment of the issue(s), a nominated person will contact you either via phone or in writing and advise of the outcome
- In exceptional circumstances it may be necessary to appoint an external investigator. The times 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 (telephone: 1800 035 544 or make a complaint online)

### **What happens if I Provide Feedback in a Survey?**

- My Plan Manager Group will conduct regular surveys to measure client and provider feedback
- My Plan Manager Group will also engage clients from time to time to assess their level of satisfaction with their engagement with My Plan Manager Group
- My Plan Manager Group may informally reach out to clients who indicate a high level of dissatisfaction to discuss option for improving services

### **What Happens if I Provide Feedback when Using the Kinora On-line Platform?**

- My Plan Manager Group will regularly monitor feedback received from people using the Kinora on-line platform
- My Plan Manager Group may informally reach out to clients who indicate a high level of dissatisfaction to discuss option for improving services