



**Compliments, Complaints and
Feedback
Policy and Procedure**

Purpose and Scope

Network Rehabilitation Group (NRG) is committed to fostering a culture that values and learns from compliments, complaints and feedback. We aim to empower our participants, their families, and our employees to speak up about the things we are doing well, and not so well. It helps us to continuously improve how we deliver our supports and the quality of the experience of everyone connected with Rehabilitation Support Services (RSS) and Network Case Management Services (NCMS).

This policy ensures our supports and services align with NRG's Purpose: ***We empower people to lead purposeful, fulfilling lives that reflect their goals.***

We encourage participants, families and employees to feel safe and supported in sharing both what we are doing well and where we can improve.

Effective management of compliments, complaints, and feedback is central to NRG's **Risk Management, Engagement, and Continuous Improvement Frameworks**. It also reflects our obligations as an NDIS Registered Provider under the NDIS Complaints Management and Resolution Rules, NDIS Code of Conduct Rules, and the National Disability Insurance Scheme Act.

This policy applies to all RSS and NCMS participants, family members, other people important to you in your support network, other service providers, employees, reference group members, advocates, and anyone engaging with RSS or NCMS.

Terms

Feedback: includes compliments, complaints, suggestions for improvement and concerns about risk. Feedback is two-way communication and there is a shared responsibility for RSS to involve you in listening to, understanding and responding to what you share with us.

A compliment: telling us what we are doing well.

A complaint: raising something you are not happy with about your services with us.

Suggestions for improvement: sharing ideas that help us to keep improving our services with you.

Concerns: telling us about anything you see as a risk to you, your services, or someone else or that you are worried about.

2.0 Policy

Network Rehabilitation Group (NRG) welcomes compliments, complaints, and feedback from participants, families, employees and stakeholders. We understand that providing honest feedback can sometimes feel difficult. We ensure that all feedback is treated with courtesy and respect.

2.1 Principles

- Everyone has the right to give feedback.
- The person providing a compliment, complaint or feedback should be supported to do so.
- The process should be respectful, open and responsive to everyone involved.
- Feedback pathways should be sensitive to individual cultural and communication needs.
- Strong feedback systems are necessary for quality service management, safeguarding each of our participants as well as employees.
- Feedback helps identify and minimise risks to participants, visitors, employees of RSS and NCMS.
- Feedback highlights opportunities for continuous quality improvement in NRG's services.

Our complaints management procedure is:

- Simple and easy to use
- Available to all members, clients, and stakeholders via our website
- Ensures complaints are fairly assessed and responded to promptly
- Procedurally fair and follows principles of natural justice
- Compliant with legislative requirements.

2.2 Our commitment

If you make a complaint to NRG you can expect that we will:

- Treat you with respect
- Let you know what to expect while your complaint is being investigated
- Carry out the complaint handling process in a fair and open way
- Provide reasons for decisions that are made
- Protect your privacy.

If your feedback is a complaint, we will involve you, your supports, and anyone else affected by the issues you have raised. Together, we will work towards a fair and open solution. You can let us know how you would like us to communicate with you, whether it be by phone, email or in person.

If you make a complaint and feel it is not resolved to your satisfaction, we will keep listening and working with you and your support team. What you tell us matters and we want to make sure we

agree on the actions we take to improve the way we support you. We understand that the way we work through issues together is just as important as the outcome.

If you are still unhappy with the outcome, we will support you to make a formal complaint and explain the external escalation pathways available to you, to progress your complaint.

4.0 Procedure

4.1 How to make a complaint to RSS or NCMS

Any person wishing to make a complaint or provide feedback can do so in a range of ways:

- Call the office: (08) 9387 6881
- Send us an email: feedback@rehabsupportservices.com.au or feedback@networkcms.com.au
- Provide feedback online at www.rehabsupportservices.com.au or www.networkcms.com.au and select 'Contact Us'.
- Refer to your Participant Welcome Booklet for all contact pathways.

You are welcome to provide your compliment, complaint, or feedback to:

- The staff member the feedback directly relates to, so you can try to work through and resolve the issue together.
- The RSS or NCMS Manager, which can be helpful where you do not feel comfortable raising the issue with your team directly or your problem has not been resolved in a way you are happy with.
- The NRG Business Manager or Managing Director, which can be helpful if the complaint is about a Manager or your RSS or NCMS services as a whole.

You can ask someone you trust to support you in making your complaint. This might be a friend or family member, a trusted service provider or an independent support person, called an advocate. Any person can choose to connect with an advocate and we can support you to do this.

4.2 Making a formal complaint to The NDIS Quality and Safeguards Commission

Where possible, the NDIS encourages participants to try and resolve service-related issues with their providers however if you prefer, or you are not satisfied with the outcome, you can lodge a complaint directly with the NDIS Quality and Safeguards Commission (The Commission).

The Commission is an independent regulatory body that protects the rights of people with a disability using NDIS services.

- You can make a complaint verbally, in writing, anonymously, and you can withdraw it at any time.
- Your formal complaint can be about Rehabilitation Support Services or Network Case Management Services or any of the services or people who support you, including informal supports such as family and friends.

When a complaint is received, the Commission may:

- Take no action or delay action; for example, if there is not enough information about the complaint or it is not made in good faith.

- Help resolve the issue between you and your provider.
- Start a formal resolution process.

How to contact the NDIS Quality and Safeguards Commission:

Call: 1800 035 544

Visit: www.ndiscommission.gov.au and select 'Make a Complaint'.

Anyone with a disability can lodge a formal complaint with:

Health and Disability Services Complaints Office (HADSCO)

Complaints and enquiries line: 6551 7600 Country free call: 1800 813 583

TTY (08) 6551 7640 Email: mail@hadsco.wa.gov.au

Visit: Hadsco.wa.gov.au

Ministerial Advisory Council on Disability: 0435 046 248

People with Disabilities WA (PWdWA): Individual advocacy for people with disability, NDIS navigation, housing, and access issues. Call: 6243 6948 or 1800 193 331 Visit: pwdwa.org 1800 193 331

Consumer Protection Western Australia: WA local government agency offering resources and support about your rights as a consumer in WA. Phone 1300 30 40 54; National Relay Service 13 36 77; Interpreter Service 13 14 50; Visit consumerprotection.wa.gov.au

There is a full list of formal feedback pathways available in your RSS and NCMS Participant Welcome Booklet which is also available on the RSS and NCMS websites.

4.2 Recording the compliment, complaint, or feedback

The compliment, complaint or feedback will be attached to the Participant's file in the NRG Client Management System, Lumary.

A case note will be added documenting the date and time of the feedback, the steps taken to investigate and reach a mutually agreed solution, the people involved in the investigation and what has been discussed and communicated.

Your complaint will also be entered into the NRG Feedback Register to track the progress of the complaints process and to help us identify opportunities for improvement.

4.3 Investigating the compliment, complaint, or feedback

- We will confirm we have received your complaint, where possible within 24 – 48 hours.
- We aim to resolve your complaint within the same timeframe however this will depend on the level of risk or complexity associated with your feedback.
- Once this acknowledgment is received NRG will investigate the feedback, with the maximum time frame for answers and actions being 10 business days.
- You can let us know how you prefer us to contact you whether by phone, email or in person.
- If the feedback relates to your immediate safety and wellbeing or falls within a NDIS Reportable Incident category then the NRG Incident Management Policy and Procedure will be followed and we will escalate the issue as a priority, including supporting you to lodge a formal complaint with

The NDIS Quality and Safeguards Commission Formal Complaints Process via phone 1800 035 544 or via the website www.ndiscommission.gov.au.

Our process to address each compliment, complaint and feedback is to:

- Take time to understand your complaint
- Involve you in the process
- Consult anyone else involved
- Record the facts based on each person's input.

Where the complaint cannot be quickly and satisfactorily resolved we will:

- Engage with the NRG Safety and Quality Committee and Leadership Team as required.
- Explain the actions NRG has taken and has planned, to work with you to reach a fair and constructive outcome.
- Document and discuss the agreed actions required including:
 - Who will do it
 - When it will be done by
 - How updates will be communicated to the person making the complaint
 - Agreed timeframes for progress updates
 - How the complaint actions will be tracked and shared.

4.4 Communicating the findings and outcomes of the investigation

To ensure those involved understand what happened and why it led to the compliment, complaint, or feedback we will communicate the outcome in the manner that has been requested by the person, either in person, phone, or email.

The findings of the investigation will include **answers** that provide a clear explanation that is relevant to the concern raised and the **actions** that have been agreed upon internally. Internal actions are to be discussed with those involved and are subject to change based upon collaboration with those directly affected. If requested or deemed required, an **apology** will be issued by either the direct employee, their Manager or the Managing Director.

4.5 Continuous improvement after a compliment, complaint, or feedback

To ensure we learn from all compliments, complaints, and feedback we will:

- Review each compliment, complaint or feedback at **NRG's monthly Safety and Quality Committee** and consider opportunities where we can improve processes, policies, procedures and people.
- Implement and recommendations that come from the meeting.
- Review a statistical summary of compliments, complaints or feedback every 3 months at the Safety and Quality Committee meeting.

5.0 Related internal documents

Compliments, Complaints and Feedback Form
 Compliments, Complaints and Feedback Internal Form
 NRG Continuous Improvement Policy and Procedure
 NRG Continuous Improvement Register
 Participant Incident Form
 NRG Incident Management Policy and Procedure
 Restrictive Practices Policy and Procedure
 NRG Risk Management Framework
 NRG Risk Management Policy and Procedure
 NRG Safety and Quality Committee Terms of Reference

6.0 Supporting legislation and standards

NDIS Quality and Safeguards Commission
 National Disability Insurance Scheme Act (The Act)
 National Disability Insurance Scheme (Complaints Management and Resolution) Rules (the Rules)
 The Charter of Human Rights and Responsibilities Act
 Disability Services Act (National Standards for Disability Services) Determination
 NDIS Code of Conduct Rules
 NDIS Code of Conduct, Guidance for NDIS Providers
 NDIS Code of Conduct, Guidance for Workers
 NDIS Procedural Fairness Guidelines

Authorised

Brett Costello

Brett Costello, Managing Director

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