

Nightlife Disability Services ABN 45 529 705 877

**SD05 FEEDBACK AND COMPLAINTS MANAGEMENT POLICY****1. Introduction**

Nightlife Disability Services (Nightlife) aims to ensure all service users, and their families, carers, representatives and advocates are encouraged and supported to provide feedback, provide compliments or raise any concerns they have about Nightlife including making complaints. Feedback and complaints are welcomed, acknowledged, respected and well-managed.

Nightlife will ensure:

- (a) Each service user is provided with information on how to give feedback or make a complaint, including how to make a complaint externally to us and their right to access advocates.
- (b) There is a supportive environment for any person who provides feedback and/or makes complaints.
- (c) All workers are aware of, trained in, and follow the procedures for complaints handling.
- (d) That we handle all feedback and complaints fairly, efficiently and effectively; and that we provide a satisfactory resolution to complaints within a reasonable timeframe;
- (e) Appropriate actions are taken to improve our services where required and that we provide better outcomes to our stakeholders;
- (f) We maintain a complaints management and resolution system, which is appropriate to the services we deliver.
- (g) Our system follows the principles of procedural fairness and natural justice in compliance with NDIS requirements
- (h) We seek service user feedback and review our processes regularly to improve our feedback and complaints processes.

This Policy supports us to apply the Feedback and Complaints Management NDIS Practice Standard.

**1.1 Scope**

This policy applies to the provision of all services and supports at Nightlife. All staff and volunteers are required to commit to this policy

**2. Who can make a complaint?**

Any Nightlife's service user, their families, carers, advocates, statutory bodies, government agencies, stakeholders are able to make a complaint.

Workers or any other person may make a complaint to or about Nightlife, its employees, contractors, volunteers and other workers.

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A complaint may be made on an anonymous basis by telephone or in writing

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### 3. How to make a complaint

A person wishing to make a complaint may do so:

- (a) in person to the CEO, Service Manager or a Worker;
- (b) by email to [enquiries@nightlife.org.au](mailto:enquiries@nightlife.org.au)
- (c) on our website <https://www.nightlife.org.au/Contact.aspx>
- (d) by post to 1/15 Corporate Drive Heatherton VIC 3202; or
- (e) verbally by telephone to 03 9532 5455.
- (f) by submission of the complaints and feedback form

The CEO will be responsible for receiving any email and postal correspondence and managing the receipt and resolution of complaints

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### 4. How to make a complaint to the NDIS Commission

A complaint can be made to the NDIS Commission by:

- (a) Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- (b) National Relay Service and ask for 1800 035 544.
- (c) Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

The NDIS Commission can take complaints about:

- (a) services or supports that were not provided in a safe and respectful way
- (b) services and supports that were not delivered to an appropriate standard

You can make a complaint to the NDIS Commission on an anonymous basis.

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### 5. Support and assistance in relation to making complaints

We will ensure appropriate support and assistance is provided to anyone who wishes to make, or has made, a complaint by:

- (a) providing accessible information to service users or their supporters on how to make a complaint;
- (b) providing a safe environment for people to make a complaint or provide negative feedback without fear of adverse consequences, retribution or loss of service as a result of making a complaint.
- (c) treating all complainants with respect, recognising that the complaint is important to the complainant.
- (d) maintaining the confidentiality of parties involved in the complaint
- (e) supporting the participation of an advocate, support or other representative to help with discussion and resolution of a complaint;
- (f) advising all service users how they can raise a complaint or issue with the NDIS Commission and giving appropriate support and assistance to people to contact the NDIS Commission;
- (g) appropriately responding to complaints, acknowledging, assessing and resolving the matter in a fair, efficient and timely manner with as little formality as a proper consideration of the complaint allows;
- (h) taking action in relation to issues raised in complaints; if a serious risk is identified, taking corrective action;
- (i) keeping parties to the complaint appropriately involved and informed of the progress of the complaint;
- (j) ensuring that feedback and complaints data (both positive and negative) is used to support training and planning service delivery;

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- (k) ensuring the complaints process is procedurally fair and follows the principles of natural justice
- (l) regularly evaluating and improving the accessibility and effectiveness of our Complaints Management System.
- (m) supporting our workers to report incidents and complaints and ensuring there are no negative consequences for workers in doing so. All workers are advised that they can make a complaint on behalf of a person, parent / guardian or child to Nightlife or to the NDIS Commission.

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## 6. Privacy and Confidentiality

Nightlife will take reasonable steps to ensure that information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.

Nightlife where appropriate may disclose such confidential information to the CEO or allocated complaints manager, and to any worker involved to assist with proper resolution. It may also be shared with the NDIS Commission, the police or otherwise as required by law.

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## 7. General

This standard is supported by Nightlife's broader policy framework.

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