



Feedback and Complaints Policy

Document Details	
Title	Feedback and Complaints Policy
Division	Human Resources
Date for Review	01/03/2026
Document Author	Director
Authorisation	Director
Controlled	Uncontrolled when printed

Version History			
Version No:	Date	Purpose of Change	Issued by
1	01/12/23	Document Created	Director
2	04/05/2025	Document Revision	Director

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Purpose

This document provides guidance and outlines the requirements for handling Feedback and Complaints regarding Future Plan Management. This policy and procedure support Future Plan Management to meet relevant legislative and contractual requirements relating to the receipt and processing of feedback and complaints, including:

- National Disability Insurance Scheme (NDIS) Act 2013
- [National Disability Insurance Scheme \(NDIS\) Complaints Management and Resolution Rules 2018](#)
- United Nations Conventions on the Rights of Persons with Disabilities
- Privacy Act 1988
- Australian Privacy Principles
- Relevant State and Federal government funding contracts

Scope

This policy applies to all management, its employees, participants, nominees and stakeholders of Future Plan Management.

Definitions

Word Term	Definition
Participant	A person in receipt of support from NDIS who nominates an independent plan Director to assist with the administration and management of their NDIS funds.
Complaints Officer	Staff member who is responsible for responding to and/or resolving complaints
Nominee	A person nominated by the participant to advocate on behalf of the participant.
Employee	All full-time, part-time, temporary, casual and contracted staff, including Directors.
NDIS	The National Disability Insurance Scheme (NDIS) is a scheme of the Australian Government that funds cost associated with disability. The scheme was legislated in 2013 and went into full operation in 2020.
FPM	Future Plan Management
Plan Management	Independent that assists participants with the administration and management of their NDIS funds.
NDIA	The National Disability Insurance Agency (NDIA) is an independent statutory agency. Their role is to implement the National Disability Insurance Scheme (NDIS).
NDIS Quality and Safeguards Commission	www.ndiscommission.gov.au The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. They regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement.

Introduction

Any person may face multiple barriers when providing feedback or making a complaint about their NDIS support or services. These include lack of experience asserting their rights as consumers, fear of retribution, negative experiences with complaints systems (including not being believed) and difficulty communicating the circumstances.

Any feedback or complaint can be used to drive change and improvements in the provision of service.

Who can provide feedback?

Feedback and Complaints can be provided by anyone. This can include participants, care workers, advocates, family members, nominees, members of the public, stakeholders, suppliers, contractors and other service providers.

Feedback and Complaints can be submitted anonymously; however, this may impact the ability to respond or report to the complainant on any actions that have been taken in relation to the feedback or complaint.

How can I provide feedback?

Feedback can be received by.

- Face to face
- Phone: 0460 35 77 16
- Email: hello@futureplan.net.au
- By letter: PO Box 672, Redlynch Qld 4870
- or any other avenue the complainant deems appropriate

Any feedback or complaint will be reviewed and if required investigated.

Responsibilities of Future Plan Management'

All NDIS participants and or nominees receiving services from Future Plan Management will be advised on the feedback and complaints resolution procedure. Participants are provided information on how to make a complaint in a welcome email when participants or nominees engage in the services of Future Plan Management.

Participants are advised they can access resources on Future Plan Managements website for more information on how to make a complaint. Feedback and Complaints information is also within the Future Plan Management Service Agreement.

Future Plan Management will:

- Acknowledge receipt of your complaint within 2 business days.
- Support NDIS participants to understand their rights and what they should expect of providers.
- Support NDIS participants to have the confidence to provide feedback or make a complaint when they face issues.
- Enable other stakeholders to provide feedback and ensure the appropriate action is taken on behalf of the person with a disability and or nominee and provide an escalation pathway, where required.
- Use feedback to identify systemic issues, make a change and drive continuous improvement.
- Review and investigate any feedback or complaint received from a participant and or nominee.
- Identify and report on any complaints, feedback or anything that is considered a reportable issue.
- All feedback and complaints are confidential unless information is required for legal purposes.

Complaints Officer

The Director is responsible for overseeing all complaints. The Director/Complaints Officer is an unbiased person within the organisation who can receive, action and/or follow up on Feedback and Complaints to ensure they are handled appropriately, efficiently, and effectively.

If a participant and or nominee would like to provide feedback or formalise a complaint about support or services provided by Future Plan Management, they can complete the feedback and complaints form and contact Future Plan Management in the first instance.

Please forward any feedback, or complaints to:

Director: Jodie Cox
Phone: 0460 35 77 16
Email: jodie@futureplan.net.au

Procedure

Employees

An employee who receives any feedback, or a complaint should:

- Record as much information as possible
- Advise the Director immediately
- Provide the Feedback and Complaint Form to the complainant
- Ensure the complainant and or nominee have been advised of the feedback and complaints procedure

Director

- Director is to notify the Complaints Officer of the complaint.
- Complaints Officer or Senior Director will send a receipt form to the complainant within 2 business days of receiving the complaint.
- Commence investigation by reviewing facts and data provided (may include participant and staff interviews) including, confirming if external incident reporting is required as per Incident reporting policy.
- Provide updates and overviews of investigation/review to the Complaints Officer.
- Contact the complainant to advise the complainant they are welcome to have a support person during any stage of the process. Provide options to contact the NDIS Commissioner
- Complaint is resolved, the final outcome is completed and provided to the person who made the complaint.
- Human Resources add the complaint to the complaints register.

Complaints Officer (Currently Director's role)

Direct complaints

- Complaints Officer takes receipt of complaint and acknowledges receipt within 2 business days.
- Complaints Officer records and attaches any supporting documentation to feedback register. If complaint has potential for legal implication or a serious incident has occurred, the CO escalates this to the Director immediately and follows the incident reporting procedure.
- For all other complaints, CO is to contact complainant and or their advocate/carer/family member and advises the complainant they are welcome to have a support person during any stage of the process who can listen to their complaint, understand, empathize and advise of the next steps and provides options to contact the NDIS Quality and Safeguards Commission.
- If possible, resolves the complaint.
- Allocates the complaint to relevant senior staff member for further action.
- Ensures the complaint is investigated or reviewed and appropriate follow-up has occurred.
- Provides updates and overviews of investigation/review if applicable to the Directors and advises the complainant of any outcomes.
- Updates the feedback and complaints register.
- Ensure the complaint is actioned within 21 days.
- Closes the complaint in the feedback and complaints register.

Indirect Complaints

- An indirect complaint is defined as a serious claim made by a stakeholder of Future Plan Management, expressing dissatisfaction about something without directly stating the issue or addressing the organisation directly. This could occur via social media or through a third party and represents a concern that requires the attention of Future Plan Management.
- Complaints Officer is advised by Director of the complaint. If complaint has potential for legal implication or a serious incident has occurred (refer below definition of serious incident), the CO escalates this to the Director (if applicable) immediately and follows the incident reporting procedure.
- Ensures the complaint is being reviewed by relevant senior staff member for further action.
- Ensures the complaint is investigated or reviewed and appropriate follow-up has occurred including any continuous improvement opportunities and or performance management actions.

- Ensures the complainant is kept up to date with the progress of the investigation.
- Ensures Human Resources have added the complaint to the register.
- Ensure the complaint is actioned within 21 days.
- Closes the complaint in the feedback and complaints register.

Reportable or Serious Incidents

Reportable or serious incidents are to be managed by the Complaints Officer. If the complaint has potential for legal implication or a serious incident has occurred, the Complaints Officer must be notified immediately and follow the incident reporting procedure.

Reportable or serious incidents are specific types of serious incidents that have, or are alleged to have, occurred in connection with the provision of supports and services by registered NDIS providers.

These are:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability.
- Sexual misconduct committed against, or in the presence of a person with disability, including grooming of the person.
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

Complaint Review and Investigation

A review or investigation of all complaints reported shall commence as soon as it is practicable after the receipt; and within 21 business days of receipt.

The objective of a review or investigation is to:

- Establish the exact circumstances of the complaint.
- Understand the root cause of the complaint.
- Confirm appropriate counter measures or controls for preventative action if necessary.
- If necessary, ensure relevant reports are provided to State or Federal Government Departments.

We aim to resolve the complaint as quickly as possible.

The Complaint Officer will review or investigate any feedback or complaints and escalate any information to the Directors if required.

During the review and investigation procedure Future Plan Management must ensure:

- That an assessment and investigation of the complaint is conducted.
- The person making the complaint is appropriately involved in the resolution of the complaint and is kept informed of the progress of the complaint, including any action taken.

- Inform the complainant of the reason for any decisions made and options for review of the decision concerning the complaint.
- Ensure that procedural fairness is afforded to all involved in the complaint.
- Complete the Complaints Action Form (refer to Appendix 4).
- Endeavor to resolve the complaint in a fair, efficient, and timely manner.
- Take appropriate action in relation to the issues raised in the complaint.
- Provide appropriate support and assistance for the participant or their nominee to contact the NDIS Quality and Safeguards Commission if they are not satisfied with the outcome of the complaint.
- Report back to the participant and or nominee or representative regarding the decision and the reason for the decision within 21 business days of receipt.
- Future Plan Management will contact the participant by phone or in writing to provide an outcome.

Police Report

For any complaints involving criminal acts, a police report is required to be made by Complaints Officer within 24 hours. A copy of the police report should be attached to the internal reporting form.

Feedback & Complaints Satisfaction

If the Participant is satisfied with the outcome, Future Plan Management will provide:

- A final letter to the participant.
- All documents are to be forwarded to Human Resources.

Right of Appeal

In the event the participant and or nominee is not satisfied with the resolution/decision provided by Future Plan Management, NDIS participants have the right to contact the NDIS Quality and Safeguards Commission.

Future Plan Management will advise the participant and or nominee of their rights and provide the following details:

A complaint can be made to the NDIS Quality and Safeguards Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677.
- Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

When writing to the Commission the complainant will need to outline the following:

- Reasons why he/she is not satisfied with the resolution proposal and or decision and;
- Set out their desired expectations and outcomes for the dispute to be satisfactorily resolved.

Future Plan Management will:

- Record the complainant's dissatisfaction with the complaint outcome on the Complaints Action Form.
- Provide a letter to the complainant acknowledging the complainant's dissatisfaction with the decision/outcome.
- Ensure the original documents are provided to the person making the complaint.
- Forward all copies of the documentation to Human Resources.

Monitoring and Review

All records regarding this policy and procedure must be kept for 7 years from the day the feedback, constructive criticism or complaint is made.

Staff Training

Future Plan Management has the responsibility of ensuring that all relevant staff are trained in the appropriate use and submission of feedback and complaint reports for each department that they are employed in. This training shall be completed as part of the Induction process for all new staff and scheduled appropriately for all existing staff.

By recording feedback and complaints Future Plan Management are able to continually improve and assist management in:

- Identifying and addressing recurring, or systemic issues.
- Identifying training requirements.
- Highlighting product or internal control weaknesses.
- Reporting information relating to complaints to the NDIS Commission, if requested.
- Analyzing feedback and complaints data regularly to identify any trends.
- Reviewing and update this policy as required.

Support /Interpretation

If there is a need for support services such as interpretation services, Future Plan Management will take reasonable steps to have these services available as soon as possible.

Adverse action

Future Plan Management will ensure that any participants and or nominees who have provided negative feedback or made a complaint, will not be adversely affected as a result of providing this information.

Confidentiality

All information provided, related to feedback and complaints, will be kept confidential unless required for legal purposes.

Human Resources (currently Director's Role)

All feedback and complaints received by Human Resources will be provided to the Director, who will escalate the information to the Directors if required.

- Acknowledgment of the feedback or complaint will be provided in writing to the participant or nominee (refer to Appendixes 2 & 3 Acknowledge Receipt of Complaint, Acknowledge Receipt of Feedback) within two business days of receipt of the information.
- Record the feedback or complaint on the feedback and complaint register, record any updates or actions and include the date the feedback or complaint is resolved.

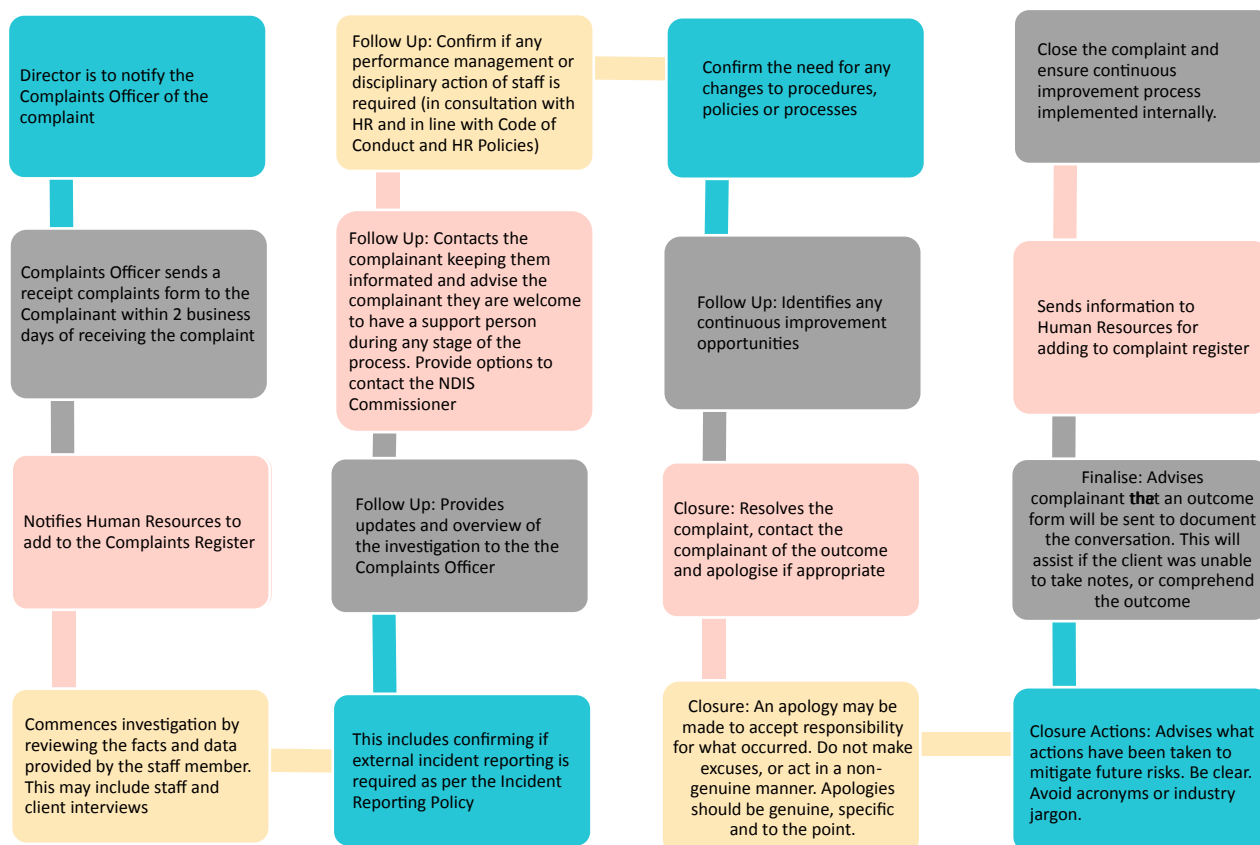
All documentation related to the feedback or complaint will be stored confidentially by Human Resources in the compliance folder for 7 years.

References and links to legislation and other documents

Name	Location
Future Plan Management Feedback and Complaints Register	https://the3people.sharepoint.com/:f/s/Company/EpbFYj-rv6BNrrcllkaG8x4BbxbgDZzZ4GThsLsGAkuxqQ?e=Mh0NU1
NDIS Commission	PH: 1800 035 544 (free call from landlines) or TTY 133 677. complaint contact form
NDIS Quality and Safeguards Commission	www.ndiscommission.gov.au feedback@ndis.gov.au 1800 800 110
Future Plan Management Human Resources	0460 35 77 16, jodie@futureplan.net.au
Future Plan Management Website	www.futureplan.net.au
National Relay Service	National Relay Service Call 1800 035 544

Appendix A: Flowchart for the handling of complaints

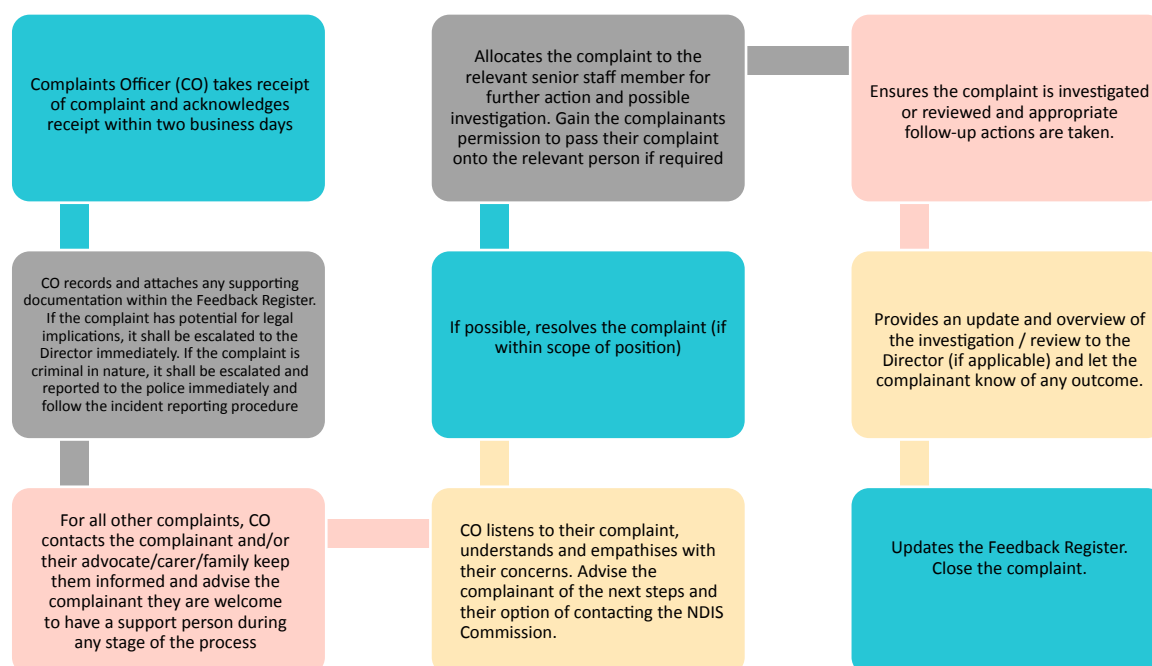
Director



Appendix B: Flowchart for the handling of complaints

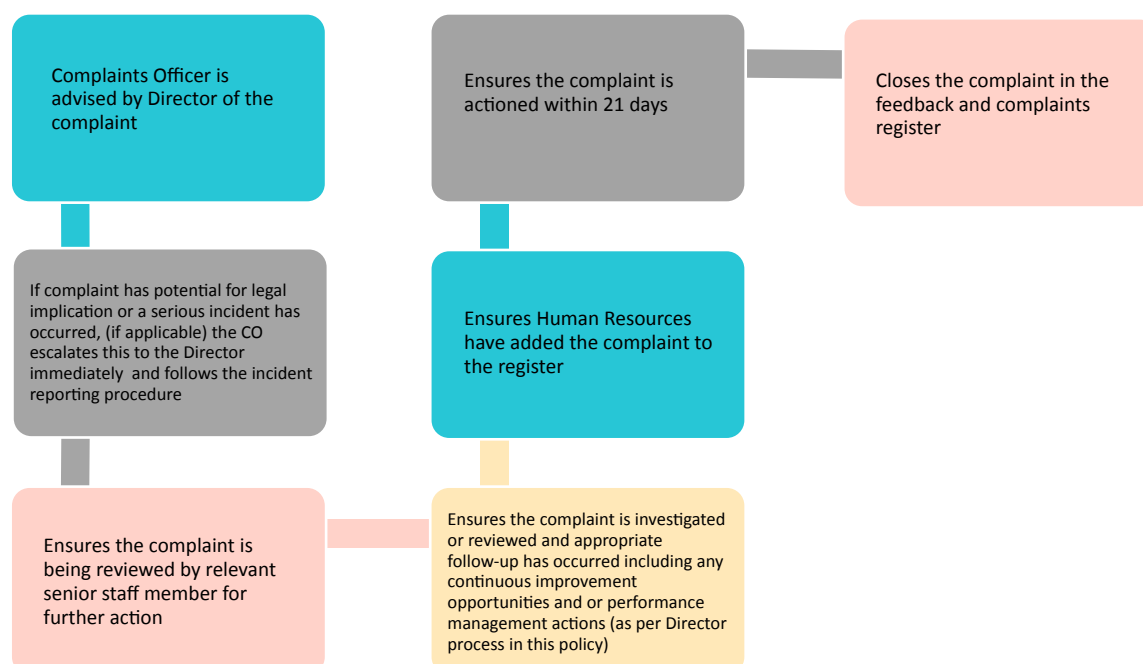
Complaints Officer

Direct Complaints



Complaints Officer

Indirect Complaint



Appendix 1 Feedback and Complaint Form

Our service is committed to providing high-quality care and services and meeting your needs. We value your feedback – including complaints.

Please let us know what we do well and where we can improve our services.

This is a:	compliment		complaint		feedback	
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Section 1: Your details

Do you want to remain anonymous? (Indicate your response with an X)

yes		no	
-----	--	----	--

Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

yes		no		If yes , which language?	
-----	--	----	--	---------------------------------	--

Are you providing feedback on another person's behalf? (Indicate your response with an X)

no (<i>go to Section 4</i>)		yes	

Section 2: Feedback made on another person's behalf

Please provide the following details about the person on whose behalf you are acting:

First Name:	
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Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Please provide details of your relationship to the person on whose behalf you are acting:

ie; Are you a legal representative for the person who received the service? (e.g. parent of a child under 18 years or guardian). (Indicate your response with an X)

yes		no	
-----	--	----	--

If no, please indicate relationship and provide details of reason you are acting as proxy:

--

Does the person know you are making a complaint on their behalf? (Indicate your response with an X)

yes		no	
-----	--	----	--

If no, please provide the reason why:

--

Are we able to liaise with the person who has the feedback / complaint? (Indicate your response with an X)

yes		no	
-----	--	----	--

If no, please provide the reason why:

--

Section 3: Please provide details of the service that the feedback concerns

Name of the service provider:	
Address of office location of service:	
Contact person's name and position in the service:	

Section 4: Please state your feedback / complaint

Please provide details of your main issues, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

Section 5: What action have you already taken in relation to this feedback?

Have you discussed your concerns with the service provider or another agency or person for assistance with these concerns? (Indicate your response with an X)

yes		no	
-----	--	----	--

If **yes**, with whom and what was the outcome?

Section 6: What outcomes would you like as a result of providing your feedback?

--

Section 7: Privacy

Future Plan Management is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

Future Plan Management will only use your information in accordance with relevant privacy and other laws.

If you choose to remain anonymous, Future Plan Management may be unable to deliver the full range of services you require.

If you wish to contact the Director, who is responsible for managing the personal information that you provide on this form, please call.

Please email the completed form to:
jodie@futureplan.net.au or post to PO Box 672, Redlynch Qld 4870

Section 8: Declaration

Signature:		Date:	
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Thank you for taking the time to provide feedback about our service.

A complaint can be made to the NDIS Commission by:
Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
National Relay Service and ask for 1800 035 544.

Appendix 2 Receipt of Complaint

Future Plan Management

Date:	
Reference:	
Participant name:	
Address:	
Person, providing feedback name:	
Phone number:	
Email:	

RE: Receipt of complaint, *(please insert reference)*

Dear

Future Plan Management acknowledges receipt of your complaint regarding (please insert what is applicable) on (date).

The management of Future Plan Management (FPM) is concerned you are experiencing dissatisfaction and would like you to know that this matter will be fully investigated, and you will be contacted by (insert name).

At that time, you will be advised of the outcome of these enquiries or the expected date for the completion of our investigation.

In the meantime, should you require further assistance, or you would like to provide the Future Plan Management with further information that may help to resolve your concerns, please contact:

Future Plan Management
Director: Jodie Cox
Phone: 0460 35 77 16
Email: jodie@futureplan.net.au

Yours sincerely,

Future Plan Management

Appendix 3 Acknowledgement of Feedback

Future Plan Management

Date:	
Reference:	
Participant name:	
Address:	
Person, providing feedback name:	
Phone number:	
Email:	

RE: Receipt of Feedback

Dear

Future Plan Management acknowledges receipt of your feedback regarding *(please insert what is applicable)* on (date).

We would like to thank you for providing this information and will ensure we review the details provided.

If you would like to discuss this further, please do not hesitate to contact:

Future Plan Management
Director: Jodie Cox
Phone: 0460 35 77 16
Email: jodie@futureplan.net.au

Yours sincerely,

Future Plan Management

Appendix 4 Complaint Action Form

Future Plan Management

Date:	
Reference: (FPM to complete)	
Participant name:	
Address:	
Name of the person providing feedback:	
Phone number:	
Email address:	

Please attach Participant Complaint Form and/or Participant letter and any other details.

Outline action taken to attempt to resolve the complaint (attach copies of all relevant documents, if applicable)

Recommended action required:

Completed by name:	
Director signature:	
Date resolved:	
Resolved by:	

Date outcome/resolution provided to participant and or nominee:	
--	--

Appendix 5 Complaint Outcome

Future Plan Management

Date:	
Reference number:	
Participant name:	
Address:	
Name of the person making the complaint:	
Phone number:	
Email address:	

RE: Subject Line

Dear

As advised in our previous letter regarding your complaint dated (date). (Employee name) has reviewed and investigated your complaint about (insert summary of complaint).

As a result of the investigation and review, Future Plan Management has resolved to (insert proposed resolution).

FPM would like to thank you for the information you provided and hope that decision outlined above resolves the matter to your satisfaction.

Should you wish to discuss this matter further or have any additional information to provide, please contact:

Future Plan Management
Director: Jodie Cox
Phone: 0460 35 77 16
Email: jodie@futureplan.net.au

Thank you for proving your feedback, this allows Future Plan Management the opportunity to address your issue and provide an outcome.

In the event you are not satisfied with our response to your complaint, we invite you to make further contact with our organisation to discuss. Alternatively, if you wish to escalate this issue, you can contact the Commissioner of the NDIS Quality and Safeguards

NDIS Quality and Safeguards Commission

feedback@ndis.gov.au | 1800 800 110

Yours sincerely,

Future Plan Management