

Complaint Management

1.0 Our commitment

We are committed to effective and transparent complaint handling. We will:

- implement and maintain a complaint management system
- make sure people can easily make a complaint
- deal with all complaints fairly and quickly
- have information available on how to:
 - submit a complaint
 - submit a complaint to the NDIS Quality and Safeguards Commission (the Commissioner)
- keep records on all complaints received
- ensure personnel are trained and equipped in complaints management

2.0 Who can make a complaint?

Anyone can make a complaint including:

- a participant
- a participant's family or guardian
- a participant's financial manager
- an advocate
- an employee
- a community visitor
- a professional
- a member of the public.

Complaints can be made:

- In person: 65 Anakie St, Emerald QLD 4720
- By email complaints@yumbabimbi.com.au
- In writing: PO Box 1607 Emerald 4720
- By phone: 07 4987 7933
- on the web <https://yumbabimbi.com.au/contact-us/>

Complaints help us:

- identify problems
- improve services
- provide better outcomes for participants
- make improvements to our services

Complaints can be made about any part of the quality or delivery of our services such as if there is dissatisfaction:

- with the way services are provided
- with decisions we have made
- about the conduct of our employees
- about personal information not kept private.

Complaints can be made anonymously. Complaints can be made to us or directly to the Commissioner.

3.0 How to complain to the Commission about Yumba Bimbi Support Services

If you are not satisfied with the way in which YBSS has handled or responded to your complaint, you are able to lodge a complaint with the NIDIS Quality and Safeguards Commission.

The NDIS Quality and Safeguards Commission has a page called [How to make a complaint about a provider](#) with information on how to submit a complaint to the Commission.

Ways to make a complaint to the Commission about a provider include:

- by phone: 1800 035 544 (interpreters available) or TTY 133 677
- via the [National Relay Service](#)—ask for 1800 035 544

The Commission has [fact sheet](#) with information on how complaints are handled.

4.0 Complaint monitoring

- all complaints will be monitored using a complaint register
- the complaint register will include up-to-date progress of each complaint and whether it is currently open or closed (resolved)
- if there is any doubt about the end resolution of a complaint, seek feedback from the person who made the complaint
- regular reports from the complaint register will be provided to key management personnel for review.

5.0 Complaint records and review

Accurate information of complaints received including decisions made, actions taken and eventual outcomes must be recorded and kept for 7 years from the date of the complaint which allows us to:

- enable reviews of any complaints received
- assist in identifying any systemic issues raised
- allow a response to the Commissioner, if required
- be stored securely and accessible only by the people handling complaints.

6.0 Complaint referrals

Complaints to the Commissioner may be referred to other agencies or bodies if needed including:

- non-compliance with the NDIS code of conduct
- inappropriate or unauthorised use of restrictive practice
- employee screening issues e.g. if an employee of the provider was found to have a criminal history (for more information, refer to the worker screening policy)
- incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies)

7.0 Our complaints system

Our complaints system is documented and information on how to make a complaint is available to participants, their families, guardians or advocates in a way that is culturally appropriate.

We work to ensure participants:

- are aware of their right to make a complaint
- feel empowered to make a complaint
- are supported to make a complaint
- are involved in the resolution process after making a complaint
- know they won't be adversely affected as a result of making a complaint.