

Risk Incidents and Complaints Management



What good complaint management looks like?

Instructions:



Complaint management is important for any sized service to respond to and prevent future complaints, safeguard participants and continually improve. Very small services don't need complex systems to achieve good complaint management.

This infographic can assist you to identify what the NDIS Commission requires as well as what needs improvement in the way you manage and can be displayed as a prompt and reminder to staff and encourage good practice.

What good complaint management looks like?



You welcome and encourage complaints and view them as an opportunity to improve



Actively promote the rights of people with disability



You consult with participants and staff when developing your complaints management system



You train staff in your approach to managing complaints



You encourage a speaking up culture and address any barriers



You ensure participants know how to and are supported to access an advocate



You have a way to record and manage complaints



You identify the person responsible for investigating complaints



You involve participants at every step during the investigation of complaints and determining actions and outcomes



You respond to complainants based on findings of the investigation



You learn from complaints and make necessary changes to systems and the way you work for improvement



You check the effectiveness of your complaints process and adjust to improve its use