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# Complaints Management and Resolution Policy

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Greenway Plan Management Pty Ltd • Version 1.0

We welcome your feedback. Every complaint is an opportunity to improve our service and ensure you receive the support you deserve. Your voice matters to us.

## 1. Purpose

This policy outlines how Greenway Plan Management receives, manages, and resolves complaints in accordance with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and the NDIS Code of Conduct.

This policy ensures:

- Participants, their families, carers, and advocates know how to make a complaint and feel safe doing so.
- Complaints are treated seriously, responded to promptly, and resolved fairly.
- All complaints are handled in accordance with the principles of procedural fairness and natural justice.
- Greenway Plan Management continuously improves its services through feedback and complaint outcomes.

## 2. Scope

This policy applies to all participants, their families, carers, advocates, staff, and contractors interacting with Greenway Plan Management.

It covers all aspects of our NDIS plan management services, including:

- Invoice processing and payments to service providers
- Budget tracking and NDIS plan administration
- Communication and customer service
- Any conduct of Greenway Plan Management staff or representatives

### 3. Policy Statement

Greenway Plan Management is committed to a complaints process that is accessible, fair, and participant-centred. We treat every complaint as a genuine opportunity to listen and improve.

We are committed to:

- Ensuring participants feel safe and supported to raise any concern without fear of retribution.
- Handling complaints with confidentiality, dignity, and respect.
- Ensuring all staff understand their responsibilities when a complaint is received.
- Informing participants of their right to escalate a complaint to the NDIS Quality and Safeguards Commission at any time.

### 4. Guiding Principles

Our complaints management approach is guided by the following principles, consistent with the NDIS (Complaints Management and Resolution) Rules 2018:

- **Accessibility** — Information about how to make a complaint is clear, available, and easy to act on.
- **Fairness and natural justice** — Complaints are handled impartially. All parties have an opportunity to be heard, and decisions are evidence-based.
- **Confidentiality** — Complaints are managed with full respect for the privacy and dignity of all involved.
- **Accountability** — All complaints are documented, investigated, and responded to in a timely manner. Outcomes are recorded and reviewed.
- **Responsiveness** — We acknowledge complaints promptly and aim to resolve them as quickly as possible within agreed timeframes.
- **Continuous improvement** — Complaint outcomes inform improvements to our policies, procedures, and training.

### 5. How to Make a Complaint

A complaint can be made at any time through any of the following channels:

Email: [hello@greenwayplans.com.au](mailto:hello@greenwayplans.com.au)  
Online Form: Feedback and Complaint Form (available on request or via our website)  
Advocate: Through a carer, representative, or advocacy organisation

Complaints can be made anonymously if preferred. Anonymous complaints will be addressed to the extent possible given the information available.

All staff are responsible for welcoming complaints made verbally or in writing, and for ensuring they are recorded and forwarded to the Complaints Officer promptly.

## 6. Complaints Procedure

1

### Acknowledgement

- All complaints are acknowledged within 2 business days of receipt.
- Acknowledgement confirms: the complaint has been received, an outline of the process, and the expected timeframe for resolution.

2

### Assessment and Investigation

- The Complaints Officer assesses the nature and seriousness of the complaint.
- The most appropriate person to handle the matter is identified.
- Any immediate actions required (e.g. participant safety) are taken without delay.
- All complaints are investigated fairly and in accordance with procedural fairness.
- The person subject to the complaint is informed and given an opportunity to respond.

3

### Resolution

- We aim to resolve complaints within 21 calendar days.
- If more time is required, the complainant is notified in writing with an explanation and revised timeframe.
- Possible outcomes include: apology or acknowledgement, service or process improvement, staff training, or referral to an external body.
- A written outcome is provided to the complainant unless the complaint was made anonymously.

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### Record Keeping

- All complaints and actions are recorded in the Complaints Register.
- Records include: date received, complainant details (if provided), summary of issue, steps taken, outcome, and follow-up actions.
- Records are stored securely and retained for 7 years in accordance with the NDIS (Complaints Management and Resolution) Rules 2018.

## 7. Escalation — Your Right to Go Further

If you are not satisfied with the outcome of your complaint, you have the right to contact the NDIS Quality and Safeguards Commission at any time — even while your complaint is still being handled by us.

NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free call from landlines)

TTY: 133 677

National Relay Service: call 133 677 and ask for 1800 035 544

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

The Commission can take complaints about supports not delivered in a safe and respectful way, or not delivered to an appropriate standard.

You may also seek support from:

- Advocacy services, such as the National Disability Advocacy Program (NDAP)
- A family member, carer, or legal representative
- State or territory disability advocacy organisations

## 8. Roles and Responsibilities

Role	Responsibility
All Staff	Receive, record, and forward complaints to the Complaints Officer. Treat all complainants with respect, dignity, and without retribution.
Complaints Officer / Manager	Oversee investigations, ensure procedural fairness, maintain the Complaints Register, and report outcomes to management.
Director / Responsible Person	Review serious or unresolved complaints. Ensure systemic issues are addressed. Report to the NDIS Quality and Safeguards Commission as required under the NDIS (Complaints Management and Resolution) Rules 2018.

## 9. Continuous Improvement

Complaints data is reviewed regularly to identify trends, root causes, and opportunities for improvement. Findings are:

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- Discussed in staff meetings and reflected in training updates
  - Used to update policies and procedures where necessary
  - Reported to the Director / Responsible Person as part of ongoing governance

This approach ensures Greenway Plan Management Pty Ltd continually improves the quality and safety of its services for all participants.

## 10. Related Documents

- Feedback and Complaint Form
- Complaints Register
- Privacy and Confidentiality Policy
- Incident Management Policy
- NDIS Code of Conduct
- NDIS Worker Orientation Program Certificates

## 11. References

- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- NDIS Code of Conduct
- National Disability Insurance Scheme Act 2013

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### Document Control

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