



Feedback and Complaints Policy

(Simple English)

Purpose

This policy explains how Soaring Sparrows manages feedback and complaints.

- **Participants have the right to complain about any incident or issue arising from the delivery of Soaring Sparrows services, or in connection with our services.**
 - Participants, families, carers, advocates, staff, and the public can tell us when something is wrong or give suggestions.
 - We follow the **NDIS Code of Conduct** and **Practice Standards**.
 - Complaints help us improve our services.
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Who this policy applies to

- Participants
 - Families, carers, guardians, advocates
 - Staff, contractors, volunteers
 - Other people who use or are affected by our services
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Key Words

- **Feedback:** Comments, suggestions, or compliments about services.
- **Complaint:** When someone is unhappy with a service, staff, or organisational practices.
- **Complainant:** The person making a complaint.
- **Advocate:** Someone who helps a participant make a complaint or give feedback.
- **Serious Complaint:** Complaints about abuse, neglect, exploitation, or unsafe supports.
- **Resolution:** How we respond to and solve complaints.

- **External Complaint:** Complaints made to organisations outside Soaring Sparrows, such as the NDIS Commission.
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Our Commitment

Soaring Sparrows will:

- Listen to all feedback and complaints
 - Treat complaints fairly and respectfully
 - Protect anyone who reports concerns from punishment
 - Keep information private where possible
 - Resolve complaints quickly
 - Learn from complaints to improve services
 - Make our complaints process accessible to everyone, including Easy Read, large print, and translated materials
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Responsibilities

Director / Management:

- Implement and maintain a complaints system
- Investigate complaints fairly
- Escalate complaints about the Director to an independent reviewer
- Report trends and improve systems

Staff / Contractors:

- Treat complaints seriously
- Help participants raise complaints
- Report complaints to management promptly

Participants / Stakeholders:

- Can give feedback or complaints
 - Can be involved in resolving complaints
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Making a Complaint

You can complain:

- In person
- By phone: 0431 753 950
- By email: KathrynS@soaringsparrows.com.au
- By completing a Feedback & Complaints Form on our website
- Through a family member, friend, or advocate

Contact:

Kathryn Soar – Director

What You Can Complain About

- Services we provide
 - Staff behaviour
 - Safety or quality of support
 - Respect for your rights, privacy, and dignity
 - Communication or administration issues
 - Any other aspect of our service
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What Happens Next

1. **Acknowledgement:** We will confirm we received your complaint within 2 working days
 2. **Discussion:** We will talk with you and your advocate if needed
 3. **Investigation:** We will look into the complaint fairly and confidentially
 4. **Outcome:** You will be told the result and reasons
 5. **Improvement:** Lessons are added to our Continuous Improvement and Risk Registers
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Timeframes

- Most complaints are resolved within **14 working days**
- If it takes longer, we will update you regularly

Confidentiality

- Complaints are recorded in a secure register
- Only authorised staff can access records
- Privacy is protected

Support

We can help you make a complaint:

- Interpreters
- Advocates
- Easy Read, large print, or translated materials

External Options

If you are not happy with our response, you can contact:

- **NDIS Commission** – 1800 035 544 | www.ndiscommission.gov.au
- **HCSCC SA** – 1800 232 007 | www.hcsc.sa.gov.au
- **Disability Advocacy Services (SA)** – (08) 7122 6030 | www.dacssa.org.au

Serious Complaints

If your complaint is about abuse, neglect, exploitation, or unsafe supports:

- We will follow the **Incident Management Policy**
- We will report it to the **NDIS Commission**

Review

- This policy is reviewed every **2 years** or sooner if needed
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