



Feedback and Complaints Policy

For Soaring Sparrows Pty Ltd

Document Control

- **Policy Title:** Feedback and Complaints Policy
 - **Date Policy Developed:** 15 September 2025
 - **Review Date:** 15 September 2027
 - **Version:** 1.2
 - **Policy Owner:** Director, Soaring Sparrows Pty Ltd
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Purpose

This policy outlines how Soaring Sparrows Pty Ltd manages complaints and feedback in accordance with the NDIS Code of Conduct and NDIS Practice Standards. **Participants have the right to complain about any incident or issue arising from the delivery of Soaring Sparrows services, or in connection with our service.** It ensures participants, families, carers, advocates, staff, and the community have a safe and transparent process to raise concerns, make suggestions, or lodge complaints.

Scope

This policy applies to:

- Participants of Soaring Sparrows Pty Ltd
 - Families, carers, guardians, and advocates
 - Employees, contractors, and volunteers
 - Other stakeholders or members of the public
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Definitions

- **Feedback:** Comments, suggestions, or compliments about services or organisational practices, whether positive or negative.

- **Complaint:** Any expression of dissatisfaction, concern, or grievance about services, staff conduct, organisational practices, or participant rights, whether formal or informal.
 - **Complainant:** The person, group, or organisation making a complaint. This may be a participant, family member, carer, advocate, staff member, or member of the public.
 - **Advocate:** An independent person who supports or represents a participant in making a complaint or providing feedback, ensuring their rights and preferences are respected.
 - **Anonymous Complaint:** A complaint made without identifying the complainant. These are treated seriously, although investigation may be limited by the information available.
 - **Whistleblower:** A person (such as a staff member or contractor) who reports misconduct, wrongdoing, or breaches of law or policy. Whistleblowers are legally protected from victimisation.
 - **Protected Disclosure:** A disclosure made under whistleblower protection laws, ensuring the person raising the concern is safeguarded from reprisal.
 - **Resolution:** The process of addressing and finalising a complaint, including the actions taken, outcomes reached, and communication with the complainant.
 - **Serious Complaint:** A complaint involving alleged abuse, neglect, exploitation, violence, unlawful conduct, or other reportable incidents that must also be managed under the Incident Management Policy and reported to the NDIS Commission if required.
 - **Complaints Register:** A secure record maintained by Soaring Sparrows Pty Ltd where all complaints, feedback, and outcomes are documented in line with privacy and legal requirements.
 - **External Complaint:** A complaint lodged with an outside authority such as the NDIS Quality and Safeguards Commission or the Health and Community Services Complaints Commissioner (HCSCC SA).
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Policy Statement

Soaring Sparrows Pty Ltd is committed to:

- Providing high-quality, person-centred services.

- Welcoming all feedback — including complaints — as an opportunity to improve.
 - Ensuring participants can raise concerns without fear of retribution.
 - Protecting whistleblowers and individuals making protected disclosures.
 - Resolving complaints fairly, promptly, and respectfully.
 - Supporting transparency, accountability, and continuous improvement.
 - Ensuring accessibility of the complaints process for all participants, including provision of Easy Read, large print, and translated materials on request.
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Responsibilities

- **Director / Management:**
 - Implement and maintain a complaints management and resolution system
 - Oversee the complaints management process.
 - Ensure complaints are investigated and resolved fairly.
 - Escalate complaints about the Director or delegated manager to an independent reviewer.
 - Collate data about complaints received
 - Report systemic issues and implement improvements.
 - Cooperate with any inquiries or requests from the Commissioner
 - **Staff and Contractors:**
 - Treat all complaints and feedback seriously.
 - Support participants to raise concerns.
 - Refer complaints to the Director promptly.
 - Cooperate with any inquiries or requests from the Commissioner
 - **Participants / Stakeholders:**
 - Provide feedback or complaints through any of the available channels.
 - Engage in resolution processes where possible.
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Procedures

1. What You Can Make a Complaint About

Complaints may relate to:

- The services provided.
 - Staff behaviour or conduct.
 - Safety or quality of supports.
 - Respect for rights, privacy, or dignity.
 - Communication or administration issues.
 - Any other aspect of services or organisational practice.
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2. Your Rights When Making a Complaint

You have the right to:

- Make a complaint without fear of retribution or negative consequences.
 - Continue receiving services without change or penalty.
 - Be heard, taken seriously, and treated with respect.
 - Remain anonymous (if you choose).
 - Be supported by an advocate or representative.
 - Have your privacy confidentially protected.
 - Be informed of the progress and outcome.
 - Escalate your concerns externally at any time.
 - Be protected under whistleblower laws if making a protected disclosure.
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3. How to Make a Complaint

Complaints and feedback can be made:

- In person.
- By phone.
- By email or written letter.
- By completing a Feedback & Complaints Form (available online or at the office).

- Through a representative such as a family member, friend, support worker, or advocate.

Contact:

Kathryn Soar – Director

KathrynS@soaringsparrows.com.au

0431 753 950

4. Our Complaints Process

1. **Acknowledgement** – Complaints will be acknowledged within 2 working days, including details of who will handle it and expected timeframes.
 2. **Discussion** – The Director (or delegate) will discuss the matter with you and your advocate/family (if requested) to understand the outcome you are seeking.
 - If the complaint is about the Director or delegate, it will be referred to an independent reviewer.
 3. **Investigation** – The complaint will be assessed promptly, fairly, and confidentially, which may involve reviewing records and speaking to relevant staff.
 4. **Outcome** – You will be informed of the outcome in writing, with reasons provided. If you are not satisfied, support will be given to escalate externally.
 5. **System Improvement** – Feedback and complaints are reviewed to identify lessons learned, linked to the **Continuous Improvement Register** and **Risk Register**, and reported to management quarterly.
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5. Timeframes

- Most complaints will be resolved within 14 working days.
 - If more time is required, you will be informed of the delay and provided with regular updates.
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6. Confidentiality & Record Keeping

- All complaints will be recorded in a secure complaints register.
- Records are stored in line with privacy laws and NDIS legislation, Rules and Practice Standards.

- Only authorised staff have access to complaint records.
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7. Support to Make a Complaint

Support is available to help you make a complaint, including:

- Interpreters and culturally appropriate supports.
 - Access to independent advocates.
 - Communication aids or Easy Read materials.
 - Translations and large print versions if required.
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8. External Complaint Options

If you are not satisfied with our response, or prefer to make a complaint externally, you may contact:

- **NDIS Quality and Safeguards Commission**
1800 035 544 | TTY 133 677 www.ndiscommission.gov.au
 - **Disability Advocacy Services (SA)**
 - DACSSA: (08) 7122 6030 | www.dacssa.org.au
 - DRAS: (08) 8351 9500 | www.dras.com.au
 - Family Advocacy: 1800 620 588 | www.family-advocacy.com
 - National Advocacy Service disabilityadvocacy@dss.gov.au
 - **Health and Community Services Complaints Commissioner (HCSCC SA)**
1800 232 007 www.hcscs.sa.gov.au
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9. Serious Complaints

Complaints involving **alleged abuse, neglect, exploitation, or other reportable incidents** will also be managed under the **Incident Management Policy** and reported to the NDIS Commission where required.

Related Legislation

- NDIS Act 2013 (Cth)

- NDIS Practice Standards (Quality Indicators) 2018 (Cth)
 - NDIS Code of Conduct
 - NDIS Complaints Management and Resolution Rules 2018 (Cth)
 - Privacy Act 1988 (Cth)
 - Health and Community Services Complaints Act 2004 (SA)
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Other Relevant Documents

- Soaring Sparrows Participant Rights and Responsibilities Policy
 - Soaring Sparrows Governance and Quality Policy
 - Soaring Sparrows Continuous Improvement Policy
 - Soaring Sparrows Incident Management Policy
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Review

This policy will be reviewed:

- Every 2 years, or
 - Following a major complaint, audit recommendation, or legislative change.
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Approval

Approved By: Kathryn Soar

Position: Director, Soaring Sparrows Pty Ltd

Date: 19/09/2025



Appendix Feedback and Complaints Form

We welcome your feedback — compliments, suggestions, and complaints — to help us improve our services.

You can complete this form yourself or ask someone you trust to help. You do not have to include your name if you prefer to remain anonymous.

1. Your Details. I am a

- ☐ Soaring Sparrows Participant
- ☐ Family Member/Carer
- ☐ Provider
- ☐ Advocate
- ☐ Soaring Sparrows Staff Member
- ☐ Other: _____

2. Would you like to remain anonymous?

- ☐ Yes
- ☐ No

3. What Type of Feedback Are You Providing?

- ☐ Complaint
- ☐ Suggestion
- ☐ Compliment
- ☐ Other (please describe): _____

4. What Is Your Feedback About?

Please provide as much detail as possible, including dates, names (if relevant), and what happened:

(You may attach extra pages or documents if needed.)

5. What Outcome Would You Like?

Let us know what you would like to see happen as a result of your feedback:

6. Do You Need Help Making This Complaint?

- ☐ Yes — I would like assistance from Soaring Sparrows staff – please call 0468445950
- ☐ Yes — I have support from a friend / family member / advocate
- ☐ No — I do not need help

If someone is helping you, please provide their name and contact details (optional):

Name: _____

Phone/Email: _____

Relationship to you: _____

Need Help or an Advocate?

We can help you contact an independent disability advocate if you wish. Please tick below:

- ☐ Yes, I would like to be referred to an advocate.
- ☐ No, thank you.

6. Your Contact Details (Optional)

Name: _____

Phone/Email: _____

How to Submit This Form

You can submit this form by:

Email: kathryns@soaringsparrows.com.au or admin@soaringsparrows.com.au

Mail or In Person: 31 Short Rd, Elizabeth SA 5112

Phone: 0468 445 950 (we can complete the form with you)

Office Use Only (To be completed by staff)

Date Received: ____ / ____ / ____

Received By:

Acknowledged On: ____ / ____ / ____

Action Taken:

☐ Resolved Informally

☐ Investigation Required

☐ Referred to Director

☐ Referred to External Agency

Notes/Outcome: _____