



Feedback and Complaints

Policy 1

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1 INTRODUCTION

1.1 PROVIDING FEEDBACK OR COMPLAINTS - NDIS PRACTICE STANDARD

NDIS Practice Standards and Quality Indicators states that each Participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and feedback made by Participants or parties are welcomed, acknowledged, respected, and well-managed.

1.2 POLICY STATEMENT

Beyond Barriers Australia is committed to ensuring Participants are able to provide feedback and complaints, and have the knowledge and resources available to do so at their discretion. Complaints and feedback are welcomed as opportunities to improve services and are an integral part of upholding high-quality standards.

1.3 SCOPE OF POLICY

This policy is applicable to Beyond Barriers Australia, NDIS Participants, and relevant third parties in the wider community. Beyond Barriers Australia is committed to ensuring its feedback and complaints process is accessible, clear, and fair; therefore, this policy covers the processes for providing feedback, raising concerns, and making formal complaints about any aspect of the services, operations, or conduct.

1.4 VALUES DEMONSTRATED BY BEYOND BARRIERS AUSTRALIA

- a) Beyond Barriers Australia recognises that every Participant, stakeholder, and member of the community has the right to provide feedback or make a complaint, and is committed to ensuring these rights are upheld at all times.
- b) Beyond Barriers Australia understands that feedback and complaints are essential to improving the quality and safety of services, and is committed to welcoming, acknowledging, and responding to them in a respectful and timely manner.
- c) Beyond Barriers Australia is committed to handling all feedback and complaints in a fair, transparent, and resolution-focused way, ensuring that Participants feel safe, supported, and free from fear of retribution when raising concerns.
- d) Beyond Barriers Australia recognises the importance of cultural sensitivity and accessibility in the feedback and complaints process, and is committed to providing appropriate support and assistance to ensure all individuals can engage with the process effectively.

1.5 DEFINITIONS

Compliment	An expression of praise, encouragement or gratitude about an individual staff member, a team or a service.
Complainant	A person who makes a complaint, or has a complaint made on their behalf.
Complaint	An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.
Director	An individual who is responsible for Beyond Barriers Australia management, making strategic decisions, and ensuring the organisation complies with legal and ethical obligations.
Delegate	A nominated employee whom the Director allocates to oversee or undertake a task on their behalf.

2 ACCESS TO FEEDBACK AND COMPLAINTS PROCESSES

2.1 INFORMATION PROVISION

Upon commencement of services or at the earliest possible stage of engagement, Participants are informed of their rights in relation to making complaints and providing feedback, and are provided with the [Welcome Pack](#) and [Service Agreement](#) which both outline this information in detail. Additionally, Participants or their representatives have the right to request this information at any time during service provision by asking a member of staff either verbally or in writing. Staff will respond to these requests at the earliest opportunity.

For other third parties, the [Feedback and Complaints Form](#) is available on the website.

Both documents are available in easy read formats to ensure accessibility to this information, and cover the following points:

- a) How to make a complaint, including an anonymous complaint;
- b) Where to direct complaints;
- c) How to access the [Anonymous Feedback Survey](#) for those who wish to remain anonymous;
- d) The rights of Participants to access a support person or advocate for assistance with this process;
- e) Information about external organisations able to hear complaints should the Participant wish to raise the matter elsewhere.

2.2 PROVIDING FEEDBACK AND MAKING COMPLAINTS

If a Participant, stakeholder or another third party wishes to make a complaint or provide feedback to Beyond Barriers Australia, they are able to do so in the following ways:

- a) [Feedback and Complaints Form](#), available on the Beyond Barriers Australia website, [Welcome Pack](#) and [Service Agreement](#);
- b) Verbally or in writing by contacting a member of the Beyond Barriers Australia staff;
- c) Anonymously through the [Anonymous Feedback Survey](#) available on the Beyond Barriers Australia website;
- d) To an external organisation such as the Quality and Safeguards Commission (QSC), NDIS, or a professional body such as the Australian Association of Social Work (AASW), or similar.

3 MANAGING COMPLAINTS AND FEEDBACK

3.1 RECEIVING AND FEEDBACK AND COMPLIMENTS

When feedback or compliments are received by Beyond Barriers Australia, these will be added to the [Feedback and Complaints Register](#), and may be used in the continuous improvement process for the wider team.

3.2 RECEIVING AND ACKNOWLEDGING COMPLAINTS

Any member of Beyond Barriers Australia staff may be the recipient of a complaint, and is responsible for:

- a) Listening to and acknowledging concerns raised by the complainant, and explaining the next steps in the complaints process;
- b) Documenting concerns raised accurately and in a timely manner;
- c) Recording the complaints on the [Feedback and Complaints Register](#); and
- d) Discussing the complaint with the complainant to reach a resolution (for small matters), or referring the matter to the Director for further investigation and action.

When a complaint is received by Beyond Barriers Australia, it will be addressed in the following way:

- a) The complaint is passed on to the Director by the relevant staff member, where it may also be shared with the relevant delegate (unless it is not appropriate to do so for any reason);
- b) The complaint is registered on the [Feedback and Complaints Register](#);
- c) The Director or delegate will offer the complainant the opportunity to discuss the complaint and desired outcomes in further detail, with the support of an advocate if desired;
- d) A written acknowledgement of the complaint will be prepared and provided to the complainant within 24 hours of receiving the complaint;
- e) If appropriate, or if immediate resolution cannot be reached, the Director or delegate will investigate the complaint, and this may include discussing the matter with the person the complaint is about (if applicable);
- f) Investigations will be handled efficiently, compassionately, and with aims to resolve the matter within a reasonable timeframe. The Director or delegate will keep the complainant informed on the status of the complaint and investigation;
- g) An outcome of the complaint will be discussed with the complainant prior to finalisation of the matter;

- h) A formal acknowledgement of the complaint will be provided to the complainant in the mode of communication they are most likely to understand which documents the outcome; and
- i) If the complainant is satisfied with the outcome of the complaint, the matter will be closed; or
- j) If the complainant is not satisfied with the outcome of the complaint and the Director or delegate believes that an outcome or resolution cannot be reached, the complainant will be provided with information to raise the complaint with external agencies such as the Quality and Safeguards Commission, relevant professional body, or similar.
- k) The Director or delegate will ask for feedback from the complainant approximately 1 month after the matter is closed to confirm that the matter has been adequately addressed and to understand if the complainant is satisfied with the way in which the complaint was handled.

Where anonymous feedback or complaints are lodged, Beyond Barriers Australia will still document the receipt of the complaint, investigate where possible, record outcomes of the investigation and actions that Beyond Barriers Australia will take to resolve the matter in the [Feedback and Complaints Register](#) and the [Continuous Improvement Register](#).

3.3 COLLECTION OF INFORMATION

Beyond Barriers Australia may need to discuss specific details of a complaint directly with the complainant to ensure the matter is fully understood and appropriately addressed. Any further information collected will be limited to what is relevant for investigating and resolving the complaint. This approach ensures that all complaints are managed with attentiveness, respect, confidentiality, and importance.

Beyond Barriers Australia will only collect information necessary to handle a complaint or feedback. This includes:

- a) Information relating to the complaint/feedback;
- b) People involved in the complaint/feedback (if they wish to be known);
- c) Contact details for resolution;
- d) Evidence or documentation relating to the complaint/feedback

3.4 SHARING INFORMATION (COMPLAINTS)

Beyond Barriers Australia may need to share details about the complaint with relevant third parties, including Beyond Barriers Australia staff. Where details about the complaint are required to be shared, they will only be shared with relevant people necessary to address and resolve the complaint. The sharing of this

information is directly related to Beyond Barriers Australia's commitment to continuous improvement and professional development for staff.

If the complainant wishes for details of the complaint not to be shared with a specific person, organisation, or third party, they may request this. In some instances, if details of the complaint cannot be shared with others, it may limit the outcomes or resolution. The complainant maintains the right to remain anonymous throughout the complaint process and investigation if they wish.

3.5 EXTERNAL COMPLAINT BODIES

If complainants are not satisfied with the outcome or proposed resolution to their complaint, Beyond Barriers Australia will provide the contact details for complainants to raise the matter with an external agency appropriate to address the complaint.

This may include:

- a) NDIS Quality and Safeguards Commission
 - 1800 035 544 (free call from landlines) or TTY 133 677
 - National Relay Service: ask for 1800 035 544
 - Auslan Services Australia Telephone 1300 AUSLAN
 - [Online Complaint Form](#)
- b) The professional body overseeing the person the complaint is about is applicable.

3.6 RECORD KEEPING

Records of complaints and information about the complaints process must be stored securely on the [Feedback and Complaints Register](#).

3.7 STAFF TRAINING

Beyond Barriers Australia uses induction modules to train staff on the complaints and feedback management process during their induction training to ensure that all complaints are heard and addressed with competency and according to this policy.

Staff training modules cover:

- Guidance on communicating about complaints and feedback appropriately, including acknowledging complaints without defensiveness;
- Actions within the complaints process including keeping records of the complaint and expectations;

- What complaints can be resolved with the Participant, and what complaints need to be raised with managerial staff.

Staff are also required to undertake refresher training periodically as part of Beyond Barriers Australia's commitment to continuous improvement and to facilitate ongoing professional development for staff individually.

3.8 CONTINUOUS IMPROVEMENT

A review of entries to the [Feedback and Complaints Register](#) will be reviewed at management meetings. Learning and continuous improvement opportunities will be recorded on the Continuous Improvement Register to inform practice by Beyond Barriers Australia staff.

4 APPENDIX

RELATED DOCUMENTS

[Welcome Pack](#)

[Service Agreement](#)

[Feedback and Complaints Form](#)

[Anonymous Feedback Survey](#)

[Feedback and Complaints Register](#)

[Continuous Improvement Register](#)

[Online Complaint Form](#)

VERSION AND UPDATE HISTORY

Version	Date Approved	Nature of Changes	Approved By	Date of Review
V2	02/09/2025	Updated in accordance with practice standards.	Tiffany Kelly	08/09/2026
V3	29/06/2026	Review Only	Halle Cahill	29/06/2027