

# FEEDBACK AND COMPLAINTS POLICY

The *Feedback and Complaints Policy* has been developed to:

- Establish the commitment of Play Anything Music Therapy to the rights of people with disability to have their say about the supports that they are receiving.
- Detail the Complaints Management System.
- Detail the way in which customers / families / advocates will engage with the system.

This policy applies to all team members at Play Anything Music Therapy including customers, their families and advocates.

All Australian consumers have the right to the services guaranteed in the service agreement. NDIS Participants have the right to complain if services do not meet their agreed expectations.

Play Anything Music Therapy is committed to ongoing improvement identified through feedback provided by our customers.

Our *Feedback and Complaints Procedure* follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

You can make a complaint to us by:

1. Completing our Online Feedback & Complaints Form  
<https://www.playanything.com.au/complaints>
2. Posting us a written complaint to:  
6/11 Union St, Newcastle West  
NSW, 2300

You can complain to the **NDIS Commision** by:

1. Phone: 1800 035 544
2. Completing a Complaint Contact Form:  
<https://www.ndiscommission.gov.au/about/complaints>

## **SPECIFIC RESPONSIBILITIES**

### **Play Anything Music Therapy will abide by the following:**

- All feedback will be used to inform and improve our business practices.
- Reasonable steps are taken to ensure that any person who makes a complaint is advised how to make a complaint to the NDIS Commission and is supported to make contact with the Commission if need be.
- A person making a complaint will not be disadvantaged for doing so. Their supports will continue where possible. If they choose to engage a different provider all reasonable steps will be taken to ensure that another appropriate provider is identified and support to transition services will be provided.

### **Our responsibilities to our participants:**

- Customers will be informed of their right to complain and how to complain when they first engage this service.
- Customers will be regularly invited to provide feedback about the supports they are receiving.
- Customers will be informed as to how to make a complaint anonymously.
- All complaints will be received and treated with respect.
- Every effort to resolve the complaint will be undertaken.
- Customers will be appropriately involved in the resolution of the complaint.
- Complaints will be managed in a timely way.
- Customers will be kept informed of progress of the complaint and proposed resolution
- Customers will be provided with the contact details of the NDIS Commission.
- Customers will be supported to make a complaint wherever needed.
- Supports will not be discontinued if a customer makes a complaint unless at the request to the customer.
- Customers who wish to find an alternative provider will be assisted in that process.
- Customers will be provided with information to contact the NDIS Commission including their website and phone number:

<https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>