

Feedback and Complaints Policy

Spinal Life Australia (SLA) aims to consistently provide services that meet the needs of members, clients and stakeholders satisfying applicable statutory, regulatory and contractual requirements.

Feedback to SLA will be regarded as an opportunity to review and improve services that the organisation delivers providing better outcomes to members, clients and stakeholders. Providing information on how to provide feedback to SLA, recording information, responding to feedback and resolving complaints are essential to achieving and maintaining services that meet individual needs.

Feedback is any kind of compliment, concern, suggestion or complaint.

A *complaint* is any type of feedback about SLA's services that something is unsatisfactory or unacceptable, for which a response or resolution is explicitly or implicitly expected.

Types of complaints include:

- Complaints regarding the way services are provided by SLA.
- Decisions that have been made by SLA
- Conduct of SLA's employees
- Breach of privacy of clients' personal information

Who can make a complaint?

Anyone can make a complaint to SLA including:

- A client
- A member
- A client's family or guardian
- A client's financial manager
- An advocate
- A community visitor
- A professional
- A member of the public

A complaint can also be made to SLA anonymously.

How can complaints be made?

Complaints can be made to SLA in any of the following forms:

- In person
- By email to feedback@spinal.com.au
- In writing
- By phone
- Through SLA's website www.spinal.com.au

Complaints can be made to SLA or directly to the NDIS (National Disability Insurance Scheme) Quality and Safeguards Commission (the Commission) or other applicable external regulatory bodies.

Complaints which have been made directly to the Commission may need to be referred to other agencies or external bodies.

SLA will only provide information about a complaint to those individuals directly involved and all parties will be informed of the need for upholding privacy and confidentiality. All information regarding the complaint will be stored securely in the client's file and SLA's Feedback and Complaints Register.