

COMPLAINTS MANAGEMENT SYSTEM POLICY AND PROCEDURAL GUIDANCE

1. Overview

Orthomotion, as a registered NDIS provider of supports and services, has a responsibility to ensure the delivery of safe and quality services to people with disability. Feedback from clients is an important indicator of whether we are fulfilling this responsibility and how well it is being fulfilled.

It is a guiding principle of the *National Disability Insurance Scheme Act 2013* (NDIS Act) that people with disability have the same right as other members of Australian society to pursue any grievance.

Orthomotion has a complaints management and resolution system which complies with Part 2 of *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

1.1 Definition of a complaint

A complaint is an 'expression of dissatisfaction with an NDIS support or service, including how a previous complaint was handled, for which a response or resolution is explicitly or implicitly expected.'

2. Complaints management system

Orthomotion is committed to treating all complaints from clients and their advocates seriously in relation to Orthomotion's service delivery and responding to a complaint in a way that is respectful of the client.

Orthomotion's complaints management system is documented, available and provided to clients receiving NDIS supports and services, families, carers and advocates of clients and Orthomotion staff.

Key Orthomotion complaints documents include:

1. Orthomotion Complaints Management System: Policy and Procedural Guidance:

The policy and procedures guidance document is communicated to and accessible for all Orthomotion staff to ensure they are aware and understand the rights of all clients to provide feedback about the supports and services provided to them by Orthomotion and what process are required to be followed to respond to a complaint.

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The policy and procedures guidance forms the basis of training to all staff on their roles and responsibilities in relation to complaints management and resolution to ensure compliance.

The complaints policy is also be easily accessible to our clients and the general public in the '*Feedback: Complaints and Compliments*' section of the Orthomotion website.

2. Orthomotion & Client Service Agreement:

Each client is provided with a written service agreement prior to the delivery of supports and services which includes clear guidance on their right to make a complaint and how to make a complaint in relation to the supports and services provided to them by Orthomotion.

3. Orthomotion Terms and Conditions, Section 7:

All new clients of Orthomotion are required to read and undertake that they have read the *Orthomotion Terms and Conditions* document which outlines their right to make a complaint in relation to supports and services provided to them and the ways in which they can make a complaint.

3. Record keeping

Orthomotion retains information on all complaints received by clients in relation to Orthomotion service delivery and the response provided to a client in relation to their complaint for up to seven (7) years in a HR folder accessible by executive-level staff to ensure the privacy of the client.

4. Complaints handling processes

Orthomotion applies the 'Four A's' of complaint management resolution when responding to a complaint or feedback from a client about any aspect of our service delivery:

- ✓ Acknowledgment
- ✓ Answers
- ✓ Action
- ✓ Apology

Orthomotion is committed to providing clear and transparent information to a client and/or their representatives/advocates involved in a complaint and seek feedback

and input on the assessment, investigation and any corrective actions, either proposed and/or taken, by Orthomotion in the management of a specific complaint.

An assessment of each complaint is conducted following the resolution of a complaint to review the issue, the complainant, organisational systems and processes, complaint handling processes, staff responses and the resolution itself. The assessment outcomes are used as a critically important continuous improvement tool for Orthomotion to deliver a high quality service that respects and listens to its clients.

5. Client feedback pathways

Orthomotion clients have the option to provide feedback in the form a complaint to Orthomotion in relation to a service and/or product(s) received from Orthomotion in multiple ways.

Clients or their representatives/advocates can:

- complete and submit the online *Orthomotion Feedback Form* located in the **Feedback: Complaints and Compliments** section of the [Orthomotion website](#)
- submit an email to feedback@orthomotion.com.au
- telephone the Orthomotion team on (02) 9055 5300 to provide verbal feedback

5.1 Client dissatisfaction with complaint handling

Clients can contact the [Health Care Complaints Commission](#) via the website or by telephoning 1800 043 159 to seek assistance in regard to their complaint and/or dispute with Orthomotion if they are unhappy with the response provided to them by Orthomotion in regard to their complaint or other feedback they have provided in relation to a service they have received from Orthomotion.

NDIS participants can also contact the NDIS Quality and Safeguards Commission to seek assistance with their complaint with Orthomotion if needed by calling 1800 035 544 or via the [NDIS Commission website](#).

6. Relevant policy and procedure guidance

Orthomotion has obligations in relation to maintaining NDIS-compliant incident management systems and reportable incidents that may apply to a complaint if it relates to an incident or allegation.

Refer to the *Orthomotion Incident Management System Policy and Procedures Guidance* and incident register in conjunction with the management and resolution of a complaint.

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7. Version control

Current Version	Date of review	Review date:
Version 1	15 February 2021	15 February 2022
Version 2	21 March 2023	21 March 2024
Version 3	31 January 2024	31 January 2025