



Complaints & Feedback Policy and Procedure

Policy

- At Kaleidoscope Psychological Services, we do our best to assist our clients. But occasionally, you or someone else may be unhappy with us. For instance, you may be dissatisfied with some of our services and supports.
- We are a registered provider under the National Disability Insurance Scheme (NDIS). Consequently, you have the right to lodge complaints at any time regarding our services and support.
- If you want to file a complaint, we want to assist you in doing so quickly, easily, and stress-freely.
- We will make every effort to handle complaints fairly and expeditiously.
- This document describes how to file a complaint against us, the NDIS Commissioner, and others.
- The NDIS laws require us to maintain complaint records so that they can verify that we are following the law and providing excellent service to NDIS participants.

Who is eligible to file a complaint?

Anyone.

This includes individuals receiving our support or services. Also included are family members, caregivers, and other individuals. Anyone can lodge a complaint about our services and supports.

Are you required to provide your name when filing a complaint?

No.

You can anonymously file a complaint.

How can a complaint be made?

We want it to be as simple as possible for you to file a complaint.

We will provide support and assistance to anyone who wants to or has filed a complaint against us.

Fill out our Complaint and Feedback Form in order to file a complaint. However, you don't have to if you'd rather lodge your complaint in a different manner.

You can make your complaint:

- by speaking with us directly;
- by contacting us via telephone;



- through the augmentative or alternative communication device or method of your choice;
- via e-mail;
- via text message;
- by mail to our postal address

To protect your privacy, we do not recommend filing a complaint via social media such as Facebook. Also, as we have no social media account for the business, your complaint might not be seen by us.

If you wish to remain anonymous, please omit your name and contact information.

Should you wish to file your complaint anonymously, please feel free to use our postal address.

Can you ask for assistance in filing a complaint against us?

Yes.

You may have a family member, caregiver, friend, advocate, or advisor file the complaint on your behalf.

Does your complaint have to be in English?

No.

You may file your complaint in the language of your choice.

Who should you contact if you wish to file a complaint?

So that we can respond quickly and fairly to your complaint, send it to:

Kaleidoscope Psychological Services
PO Box 510 Bright Vic 3741

or email: Bernadette@bernadettebenson.com

If you wish to remain anonymous, you may submit your complaint directly to the NDIS Commission at <https://www.ndis.gov.au/contact/feedback-and-complaints>.

What if I want to make an anonymous complaint?

To make an anonymous complaint you can leave your personal details out from this form, or, alternatively, direct your complaint to the NDIS Commission by emailing the complaint to:

<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>

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



A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form located on the website.

Can you tell someone else about your complaint?

Yes.

You may also file a complaint with:

The NDIS Commission:

- <https://www.ndis.gov.au/contact/feedback-and-complaints>

Health Care Complaints authority.

- <https://www.hcsc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcsc/>

What will occur if you file a complaint? How can we guarantee that the process is fair?

To ensure that everyone is treated fairly, we will follow these procedures for all complaints regarding our services and supports:

First, we will send you a message in writing. The message will:

- confirm receipt of your formal complaint; and
- explain what we are doing to investigate the complaint, when you can expect to hear back from us, and who you can contact to discuss the issue; and
- provide you and any person with a disability affected by your complaint with information on how to file a formal complaint with the NDIS Commissioner; and
- offer assistance in contacting the NDIS Commissioner regarding the complaint.

(Note: If you make an anonymous complaint, we will not be able to do this because we won't know who you are.)

Second, we will assess your complaint. This means that we will investigate your complaint by reviewing what transpired, speaking with you, NDIS participants, and any staff members involved, and reviewing any documents or other records that may provide insight into what transpired.

Third, we will collaborate with you to resolve the complaint. If necessary, we will involve you in the resolution process. We will also keep you apprised of the complaint's status and any actions taken. We will strive to complete this in a timely and equitable manner. We will attempt to address your concern within 21 business days. If this is not possible, we will provide an explanation in writing and an estimate of how long it will take us to respond.



(Note: We won't be able to do this if you file an anonymous complaint because we won't know who you are.)

Fourth, we will respond to your complaint appropriately. Depending on the nature of the complaint and the outcomes of our evaluation and attempts to resolve it, this may involve a variety of responses. For instance, our response could be:

- no additional action is necessary; or
- we are obligated to apologise; or
- you are eligible for a partial or complete fee refund; or
- we must modify our policies and procedures to prevent similar occurrences in the future; or
- it is appropriate for us to assist you or a NDIS participant in transferring to a different provider (at our expense for the handover); or
- we will ensure that the affected employees receive additional training and/or supervision as needed.

We will explain our decision and the reasoning behind it. (Note: We won't be able to do this if you file an anonymous complaint because we won't know who you are.) We will also ensure that any suggested improvements or modifications are implemented.

At each stage in the process, we will do our best to make sure everyone is treated fairly. This is called “**procedural fairness**”.

What if you disagree with our decision?

If you are not satisfied with our response to your complaint, please let us know and our Complaints Officer will attempt to schedule a meeting with you to discuss your ongoing concerns with the goal of amicably resolving the issue.

If you are unhappy with our response, you have additional choices. You can file a complaint with:

[Contact the NDIS Quality and Safeguards Commission](#) with feedback about the quality and safety of NDIS supports and services. Phone [1800 035 544](tel:1800035544) from 9.00 am to 5.00 pm.

[The National Disability Complaints Resolution and Referral Service](#) (CRRS) is an independent body that helps resolve complaints about Commonwealth-funded disability employment and advocacy services.
Phone [1800 880 052](tel:1800880052).

[The Administrative Appeals Tribunal \(AAT\)](#) reviews decisions made by made by an Australian Government department or other organisation about family assistance, social security, the NDIS, child support payments and other matters.
Phone [1800 228 333](tel:1800228333).



We will help you to contact the right people at these organisations (if you would like us to).

More information about making a complaint to the NDIS Commissioner and other third parties:

NDIS Commissioner: <https://www.ndiscommission.gov.au/about/complaints>

Will your complaint affect how we treat you and others?

Absolutely not.

Your complaint will have no bearing on the care we provide you or anyone else.

Will your complaint be handled in confidence?

Yes.

We will only disclose the details of your complaint if the law requires it or if it is necessary for risk management (e.g., if we need to contact our insurer or a regulator).

In certain instances, a complaint may require us to notify a regulator, professional body, and/or insurer, e.g., if your complaint contains allegations of criminal or professional misconduct, or if we anticipate a claim for compensation or other litigation. This may become clear only after our preliminary investigation of your complaint has been concluded.

How long will we keep your complaint on file?

We are required by law to maintain records of all complaints received in our capacity as a NDIS provider for a minimum of seven years from the date a record is created. These include, as applicable:

- details regarding complaints;
- measures taken to resolve complaints;
- the result of any actions taken

We are also required by law to collect complaints related information in order to review issues raised in complaints, identify and address systemic issues raised during the complaints management and resolution process, and, if requested, report complaints related information to the NDIS Commissioner.

Please note: that in certain instances, State and/or Territory health records laws require us to maintain health records for longer than seven years. We must also adhere to these laws.

Review of the System for Handling and Resolving Complaints

At least once a year, this system will be evaluated to ensure its effectiveness.



Condition of this Document

In accordance with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, this policy is intended to document this provider's complaints management and resolution system.

Transmission of this Document

This policy is part of the compliance system of the provider. The copy is furnished to:

- each individual with a disability receiving support or services from us as a NDIS provider, as well as their family, caregivers, and advocates (as applicable); and
- each employee and other person we engage (our staff). Each employee receives training in this procedure as part of their orientation.

Who is accountable for ensuring that this system is adhered to?

Each member of the provider's staff must adhere to the system outlined in this policy. This policy is part of the provider's NDIS compliance management system.

The Complaints Officer is primarily responsible for training all provider staff to comply with the requirements of this system, including informing clients and others of their rights to file a complaint.

The Complaints Officer has primary oversight and review responsibilities for the complaints management and resolution system.

On all matters pertaining to the system and complaints in general, the Complaints Officer reports to senior management of the provider, including the directors and management of Kaleidoscope Psychological Services, who are ultimately accountable for establishing the system's objectives and monitoring compliance.

Thank you

Complaints (and compliments) provide valuable insight into the quality of our services. Resolving complaints amicably affords us the chance to enhance our services and learn from our errors.

As outlined in this policy, we take all complaints very seriously and will work diligently to address and resolve them to your satisfaction.

Note: This policy is not designed to stand alone and should be considered in conjunction with all other Kaleidoscope Psychological Services Policies and Procedures.

Applicable forms and registers related to our Complaints & Feedback Policy and Procedure

- Complaint & Feedback Form
- Complaint & Feedback Register
- Easy Read – Feedback and Complaints



Applicable legislation related to our Complaints & Feedback Policy and Procedure

- National Disability Insurance Scheme (NDIS) Act 2013 (Cwth)
- Australian Privacy Act (1988) (Cth)
- Corporations Act 2001
- Associations Incorporated Act 1985
- Disability Discrimination Act 1992 (Cth)
- United Nations Convention on The Rights of Persons with Disabilities
- National Disability Insurance Scheme (Practice Standards—Worker Screening) Rules 2018
- Disability Inclusion (NDIS Worker Check) Regulations 2020

Australian Taxation Office

- GST: <https://www.ato.gov.au/Business/GST/>
- PAYG: <https://www.ato.gov.au/Business/PAYG-withholding/>

State legislation

Work Health & Safety

Document Control

Version:	V 2	Revision Date:	02 April 2025
Approved By: (Name)	Bernadette Benson		
Signature:		Date Approved:	02 April 2025