

CUSTOMER FEEDBACK AND COMPLAINTS POLICY

INTRODUCTION

Matchu Pty Ltd trading as Matchability welcomes feedback and complaints to learn from them and adapt its services to reflect continual improvement.

PURPOSE

This policy and procedure is designed to provide guidance to customers, families and advocates for feedback and complaints about Matchability staff or management.

Feedback is letting us know if you have any suggestions at all to make our service better and is incorporated into our quality planning approach where regular feedback opportunities are provided.

Complaints are when you are unhappy with something about the service provided to you.

NOTE: Our website contains a link to 'Feedback' where you can choose to record as 'Feedback' or record a 'Complaint'.

POLICY

Matchability will ensure that processes are in place to ensure the collection of feedback and opportunities to complain are accessible and responsive. Matchability will provide alternate pathways to third party advocacy services and statutory bodies to facilitate external assistance when requested.

An accessible version of this policy and procedure is provided to better assist understanding for those who may be assisted by visual aids and/or "easy english" communication methods.

PROCEDURE

All customers of Matchability will be given access to a copy of this policy and procedure.

Feedback and Complaints will be accessible via digital means at all times for all customers of Matchability and/or their advocates and family. This will be via a weblink hosted on matchability.com.au. Customers can also email matchability directly or telephone current contact numbers provided at intake.

- A complaint can be made to any staff member or management of Matchability.
- You can choose to keep the complaint private unless the complaint will identify you (we will let you know) or we have to tell someone by law.
- All complaints will be recorded with details regarding the complaint, person making complaint, what actions person would like, follow up and outcomes of complaint.
- If requested or required a meeting to discuss the complaint will be held where all parties have the right to have an independent advocate present. For people with English as a second language, an interpreter can be made available. This meeting can take the form of an informal or formal mediation process depending on the request from the client.
- All complaints will be acknowledged and responded to in writing.
- Any complaint regarding the conduct of a Matchability Director will be subject to external investigation to maintain independence. In these circumstances, Matchability will liaise with the NDIS Quality & Safeguards Commission in determining the suitability of the independent party.
- Customers will be referred to advocacy services and the NDIS Quality & Safeguards Commission for further assistance if needed.

- Complaints will be anonymised and used in quality planning to improve Matchability's services.

Advocacy

An advocate is someone who can help support you if you'd like some help in making a complaint.

List of some Advocacy services in Victoria

The Office of the Public Advocate (OPA) <http://www.publicadvocate.vic.gov.au/>

Victorian Advocacy League (VALID)
for Individuals with Disability www.valid.org.au

Youth Disability Advocacy Service, which offers individual and systemic advocacy to young people with a disability who are 12 to 25 years old. www.ydas.org.au

Communication Rights Australia is an advocacy and information services for people with little or no speech. www.caus.com.au

Gippsland Disability Advocacy provides information, advocacy support and referral to specialist services as may be appropriate. <http://www.gdai.com.au>

The Disability Advocacy Resource Unit (DARU) provides people with a disability and their carers with information on what, where and how they can access advocacy supports throughout Victoria. This information can be accessed by visiting the DARU website www.daru.org.au, or contacting them via telephone on (03) 9639 5807.

ASSOCIATED DOCUMENTS / WEBLINKS

Service Agreement
Customer Information Form
Complaints – ER (Easy read)
<https://matchability.com.au/feedback/>

STANDARDS AND LEGISLATION

- [National Disability Insurance Scheme Act 2013](#)
- [National Disability Insurance Scheme NDIS \(Quality and Safeguards Commission and Other Measures\) Transitional Rules 2018\[F2018L00630\]](#)
- [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018 \[F2018L00633\]](#)
- [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018 \[F2018L00634\]](#)

