



# Complaints and Feedback Policy for Invicta Care

## 1. Purpose

Invicta Care is committed to providing high-quality services to National Disability Insurance Scheme (NDIS) participants. This Complaints and Feedback Policy outlines our commitment to receiving and addressing complaints and feedback from participants, their representatives, and stakeholders in a timely, transparent, and respectful manner.

## 3. Principles

Invicta Care is committed to the following principles in managing complaints and feedback:

- **Accessibility:** Providing accessible and straightforward processes for submitting complaints and feedback.
- **Fairness:** Treating complainants and those providing feedback impartially and without bias.
- **Transparency:** Communicating openly and honestly about the handling and resolution of complaints and feedback.
- **Confidentiality:** Protecting the privacy of individuals involved in the complaint or feedback process.

## 2. Definitions

- **Complaint:** A formal expression of dissatisfaction by a participant or stakeholder with Invicta Care's services, actions, or decisions.
- **Feedback:** Any informal comment, suggestion, or expression of satisfaction or dissatisfaction with our services.



#### **4. Submission of Complaints and Feedback**

Participants, their representatives, and stakeholders can submit complaints or feedback through the following channels:

- In person at our offices
- By phone to our dedicated complaints hotline
- In writing via email or postal mail
- Through the online complaints form on our website

#### **6. Handling of Complaints**

Complaints will be handled by a designated Complaints Officer, who will:

- Conduct a thorough and impartial investigation
- Keep the complainant informed of the progress and expected timelines
- Work towards achieving a fair and reasonable resolution
- Document the outcomes and actions taken

#### **8. Appeals Process**

If the complainant is dissatisfied with the resolution, they have the right to escalate the matter to an external body such as the NDIS Quality and Safeguards Commission.

#### **10. Feedback Mechanisms**

Invicta Care encourages ongoing feedback from participants and stakeholders through surveys, focus groups, and regular communication channels. Positive feedback will be celebrated, and suggestions for improvement will be considered for implementation.

#### **5. Acknowledgment and Registration**

All complaints and feedback will be acknowledged within two business days of receipt. Each complaint or feedback item will be recorded in a central register, ensuring proper tracking and management.

#### **7. Resolution and Response**

Invicta Care aims to resolve complaints promptly. A written response outlining the resolution and any actions taken will be provided to the complainant within 21 days of receiving the complaint. If additional time is required, the complainant will be informed of the delay and provided with a revised timeframe.

#### **9. Continuous Improvement**

Invicta Care is committed to learning from complaints and feedback to continuously improve our services. Trends and patterns identified in complaints will be analyzed, and corrective actions will be implemented as necessary.

#### **11. Policy Review**

This policy will be reviewed annually or as needed to ensure its effectiveness and compliance with NDIS requirements.