QF167	NDIS COMPLAINT HANDLING CHECKLIST

NDIS Complaint Reference Number:		Customer:			
Item #	**Item**	**Assignee**	**Due Date**	**Date Complete**	
1	Complaint received by the CEO or Chief Operating Officer (COO) or Quality and Engagement Officer (QEO) from the SA Complaints (NDIS Commission) SAComplaints@ndiscommission.gov.au.	CEO or COO or CEO			
2	Complaint is forwarded to Quality and Engagement Officer (QEO) for logging in the Feedback and Complaints Register with timeframe for response noted.	QEO			
3	Folder created in Complaints folder in 'G' Drive for saving all information regarding the complaint.	QEO			
4	Issues in complaint are reviewed and responsible department/s identified for conducting the investigative process and providing information.	COO			
5	Request/s for information assigned to relevant departmental personnel with timeframe for response.	QEO			
	Information Requested:				
	Information Requested:				
	Information Requested:				
6	Feedback and Complaints Register is updated.	QEO			
7	Information received is saved into the folder in 'G' Drive and the Feedback and Complaints Register is updated.	QEO			

NDIS Complaint Reference Number:		Customer:		

Item #	Item	Assignee	Due Date	Date Complete
8	General Manager Accommodation and Services (GMAS) arranges a meeting with complaint source (if required), issues discussed and the meeting minuted.	GMAS		
9	Information received is collated into a draft response for the SA Complaints (NDIS Commission).	QEO		
10	Draft response is reviewed by COO and amended if required.	COO		
11	Response to complaint is provided to the SA Complaints (NDIS Commission) SAComplaints@ndiscommission.gov.au by COO or delegate	COO		
12	NDIS receipt acknowledgment is saved into the 'G' Drive folder and entered into the Feedback and Complaints Register.	QEO		
13	When confirmation is received from the SA Complaints (NDIS Commission) the Feedback and Complaints Register is updated and the incident closed out.	QEO		
14	Improvements identified through the investigative process are added to the Continuous Improvement Register.	QEO		
15	GMAS reviews the Reportable Incident to determine:			
	➢ whether the customer profile needs updating	GMAS		
	➢ whether the risk assessment for the customer needs updating	GMAS		
	➢ whether the support plan needs updating	GMAS		