Feedback & Complaint Process

All participants are informed of the Red Frog for Families feedback and complaint procedures. They are also provided with the NDIS Quality and Safeguards Comission contact details and advocacy services. Feedback or complaints forms are available to participants if needed.

Participants and contact us via:

- Face-to-face
- Phone us
- Complete online form
- Return by mail
- Drop off in person

Feedback or complaint is received

Minor issues

Passed to relevant staff

- Resolved
- Unresolved

Serious complaints

Is the complaint a safety or a legal matter

- No
- Yes → May be reported to appropriate authorities

Positive feedback

- Recorded in complaint register
- Share with concerned team member(s) and with the wider team during weekly meetings
- If feedback is required in writing → Acknowledge and respond by phone or email within (timeframe)

Recorded in complaint register

All complaints are acknowledged by phone or email within 24 hours

Investigation

Participant Support Team & Manager of Support Services

Processes all written responses, entries in database, refers matters to General Manager for investigation.

Manager of Quality Assurance

Investigates issue, reports to direector, provides feedback, Ensures confidentiality of all parties involved.

Directors

Made aware of all serious complaints before investigation and provide feedback as appropriate.

Cheif Executive Officer

Keeps the person making the complaint informed of the advancement of investigation, including timeframe. This step is completed within 28 days of the acknowledgement of complaint

- Recorded in database
- Resolved
- Unresolved → Further options discussed → Communicate with NDIS Quality & Safeguards Commision

If judged relevant by the General Manager: Reflection with the wider team on how to improve Red Frog for Families' service delivery in the future