



Able Plan Manager - Complaints management and resolution Policy

Any person may make complaint (including an anonymous complaint) about the supports or services provided by Able Plan Manager (APM).

Complaints can be made by phone, email or by our Feedback form on our website www.ableplanmanager.com.au

All complaints will be acknowledged , assessed and resolved in a fair, efficient and timely manner; and all reasonable steps will be taken to ensure that any person who makes a complaint to the Access Plan Management, and each person with disability affected by an issue raised in such a complaint, is advised how that complaint or issue may be raised with the Commissioner

APM will support and assist the person who makes a complaint and each person with disability affected by an issue raised in a complaint in contacting the Commissioner

APM will take all reasonable steps are taken to ensure that:

(a) a person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint; and

(b) information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.

APM will provide that persons making a complaint:

(a) are appropriately involved in the resolution of the complaint; and

(b) are kept informed of the progress of the complaint, including any action taken, the reasons for any decisions made and options for review of decisions in relation to the complaint.

APM will provide that a person with disability affected by an issue raised in a complaint:

(a) is kept appropriately informed of the progress of the complaint, including any action taken, the reasons for any decisions made and options for review of decisions; and

(b) is kept appropriately involved in the resolution of the complaint.

APM will provide any person information on how to make a complaint about APM. This will cover how to make a complaint to APM, the NDIS Commissioner or the NSW Ombudsman. All new client will receive this information in their welcome package and is available on our website www.ableplanmanager.com.au . Any person may request this information by email or post.

APM will review this policy each 2 years to ensure its effectiveness.

Sandra Clarke

Able Plan Manager