



NDIS FEEDBACK POLICY

Brisbane Perpetual Motion Physiotherapy Pty Ltd trading as **BPM PHYSIO**

ABN 18 620 028 926

Shop 4, 12 Blackwood Street, Mitchelton, QLD, 4053

TEL: (07) 3061 8434

Email: info@bpmphysio.com.au

Version 2.0 MAY 2020

NDIS FEEDBACK, COMPLIMENTS AND COMPLAINTS POLICY

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by **BPM PHYSIO** and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed contact or anonymous feedback form on our website
- by email to info@bpmphysio.com.au
- by phone on 07.3061.8434

FEEDBACK AND CONTINUOUS IMPROVEMENT

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

BPM PHYSIO has a feedback and complaints handling system that is in accordance with the [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018 \[F2018L00634\]](#)

BPM PHYSIO is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

BPM PHYSIO strives to provide professional, high quality clinical care for all patients. If you feel we have not provided a level of care or service that meets these standards, you can make a complaint or provide feedback by contacting the clinic.

BPM PHYSIO has a robust complaints policy that directs the client to the professionally accepted means to making a complaint and alternative channels for escalation. This process ensures fair, equal and transparent treatment for all involved parties.

HOW TO MAKE A COMPLAINT TO US DIRECTLY

A complaint can be made by the client or someone acting on the client's behalf providing they have the patient's explicit consent to do so. This can be done verbally or by writing an email or sending a registered letter. Ideally, send your complaint in writing within a 3-month period of the event where you may believe you have grounds to complain.

HOW WE MANAGE COMPLAINTS

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

The participant will not be adversely affected and will be offered to:

- Continue treatment with the current provider as per the service agreement
- Suspend treatment until the complaint has been resolved to the satisfaction of the participant
- Terminate treatment with the current provider and be supplied with information on nearby providers providing similar care
- All complaints will be acknowledged in writing via formal email unless anonymous in nature
- NDIS participants will be kept appropriately involved in the resolution process
- Participants will be informed of the progress of the complaint, including any action taken, the reasons for any decisions made and options for review of decisions; and
- The first stage is local resolution whereby your complaint would take the form of a verbal or written submission to the clinician who treated you. Local resolution exists to help resolve complaints quickly where a more formal complaint may not be required. For example, the complaint may be the result of a simple misunderstanding where verbal explanation and if necessary, an apology could resolve the complaint
- If the local resolution process is not successful, then you can make a more formal complaint. You will need to put your complaint formally in writing (either letter/post or email) and send your complaint to:
- By email: info@bpmphysio.com.au and put 'Notification of Complaint' in the subject field
- By registered mail, address your letter to: BPM PHYSIO, shop 4, 12 Blackwood Street, Mitchelton, Queensland, 4053.
- We will aim to resolve complaints as quickly as possible
- All complaints will be handled professionally, thoroughly and transparently with fairness shown to all parties concerned
- A full investigation will be conducted to provide the required honest outcome
- If the complainant is still not happy with an outcome, they will be provided with details of

how they can obtain an independent review of their complaint

- The complaints system is reviewed and audited yearly to ensure that the system is effective, robust and that positive outcomes are achieved for participants.
- A copy of the complaint registers and associated follow up actions are available on request by the participant. This will identify areas for change within **BPM PHYSIO** and actions and processes put in place to ensure that a complaint of this nature does not reoccur.

HOW WILL MY COMPLAINT BE REVIEWED?

Upon receipt of a formal complaint in writing you will receive acknowledgment within two working days. Please note if correspondence is via post and not by email, postal deliveries need to be considered. You will receive a full response from the Director of **BPM PHYSIO** within 21 days. If for any reason we are not able to meet the timescales we will keep you informed of progress.

WHERE CAN I GET INDEPENDENT ADVICE IF I AM STILL UNHAPPY?

At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au
- by phone on: 1800 035 544

Alternatively, complaints may be raised to:

The Office of the Health Ombudsman Queensland as follows:

<https://www.oho.qld.gov.au/make-a-complaint/>

NATIONAL DISABILITY INSURANCE AGENCY

Complaints about the NDIA itself should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110
- by email to feedback@ndis.gov.au

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072
- online at www.ombudsman.gov.au

BPM PHYSIO NDIS CLIENTS COMPLAINTS AND RESOLUTION

We have a comprehensive feedback and complaints policy which is located on the [FORMS & POLICIES](#) tab of this website. There is also a downloadable costumer handbook [click here](#).

The Clinic underwent NDIS reverification in May 2020 and under the current framework will offer NDIS services until MAY 2023.

If you have a complaint or concern about BPM PHYSIO

People with disability have the right to complain about the services they receive. We endeavour to provide quality supports and services to people with disability, but issues can occur.

If you have a concern about **BPM PHYSIO** supports or services, it is important that you talk about it.

Complaints are important—they help us understand what is important to people with disability and improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with us first, as this is often the best way to have your issue resolved quickly. **BPM PHYSIO** has a complaints management and resolution system in place to assist in addressing your concerns.

If we are unable to resolve your concern or complaint, then you should seek further support. You may seek support from family, a friend or an independent advocate in making a complaint. For further information see: [Disability Advocacy](#).

In Queensland, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

In addition to the above means for making a complaint, you can lodge an online complaint with the **Office of Health Ombudsman (Queensland's health services complaints agency)**.

If you have a complaint about a health service provided to you, a family member, or someone in

your care, you can lodge a complaint the **Office of Health Ombudsman** in a number of ways. When making a health service complaint, it's important you include as much information as you can.

You can speak to their staff about making a complaint, call 133 OHO (133 646), Monday to Friday 8.30am to 4.30pm.

You can lodge your complaint through any of the options listed below. The OHO cannot receive complaints in person at the office.

Before making a complaint, the OHO always recommend you try talking with us first —this is often the quickest and easiest way to address your concerns or fix a problem. The OHO has put together some tips for talking with your provider. If you're not satisfied with our response, or feel uncomfortable talking with us directly, then please contact the OHO.

- online
- email or in writing - fill in a complaint form and email it to complaints@oho.qld.gov.au or send it to: PO Box 13281, George Street Brisbane Qld 4003
- or call the OHO: 133 OHO (133 646)

BPM PHYSIO is required to notify the NDIS of all reportable incidents. A copy of the reportable incident form and information about requirements for immediate notification is available here.