



NDIS COMPLAINTS & FEEDBACK POLICY

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

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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

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 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