

Waylight Pty Ltd

Waylight Plan Management

Document Title	Complaints Management Policy & Procedure
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Classification	Internal

1. Purpose

This policy establishes Waylight's complaints management and resolution system in accordance with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018. It ensures that any person can make a complaint about Waylight's plan management services and that all complaints are dealt with fairly, efficiently, and in a timely manner.

2. Scope

This policy applies to all workers, contractors, and volunteers engaged by Waylight Pty Ltd in the delivery of plan management services. It covers complaints from any person, participants, their families, carers, advocates, service providers, or members of the public.

3. Applicable Standards

- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018. Part 2.
- NDIS Act 2013, section 73W (complaints management and resolution systems).
- NDIS Practice Standards, Verification Module, Governance and Operational Management: The risk management system must cover complaints management and resolution.

4. Policy Statement

- Any person can make a complaint to Waylight about its plan management services, including anonymous complaints (s.8(1)(a)).
- Waylight provides an easy and accessible process for making and resolving complaints (s.8(1)(b)).
- Complaints are acknowledged, assessed, and resolved in a fair, efficient, and timely manner (s.8(3)(a)).
- No person is adversely affected as a result of making a complaint (s.8(4)(a)).

- Information provided in complaints is kept confidential and only disclosed if required by law or appropriate in the circumstances (s.8(4)(b)).
- Complaint records are retained for 7 years from the date the record is made (s.10(3)).

5. Procedure

5.1 How to Make a Complaint

- Participants, families, carers, advocates, service providers, or any other person can make a complaint to Waylight by: email, phone, in writing (letter), or in person.
- Anonymous complaints are accepted (s.8(1)(a)).
- Waylight provides support and assistance to any person who wishes to make a complaint (s.8(1)(c)). This includes: assistance with language or communication needs, information about independent advocacy services, and assistance contacting the NDIS Commissioner if the person prefers to complain externally.
- Contact for complaints: Director (Joshua), [email] | [phone]

5.2 Acknowledgement and Assessment

- Step 1: The Director acknowledges receipt of the complaint within 2 business days.
- Step 2: The Director assesses the complaint to determine: the nature and seriousness, whether it relates to a potential incident (refer to WL-POL-07 if so), what action is required, and the expected timeframe for resolution.
- Step 3: The complainant is informed of the assessment and expected timeframe.

5.3 Resolution

- Step 1: The Director investigates the complaint, gathering relevant information and speaking with relevant parties.
- Step 2: The Director seeks resolution within 10 business days of receiving the complaint.
- Step 3: The complainant is kept informed of progress and is involved in the resolution process (s.8(5)).
- Step 4: Any person with disability affected by the issue is also kept informed and involved (s.8(6)).
- Step 5: The resolution and any actions taken are documented in the Complaints Register.

5.4 External Complaint Avenues

- If the complainant is not satisfied with Waylight's response, or prefers to complain externally, they can contact the NDIS Quality and Safeguards Commission: Phone: 1800 035 544 (free call) | Website: [ndiscommission.gov.au](https://www.ndiscommission.gov.au)
- Waylight informs all complainants and affected persons of their right to complain to the Commissioner (s.8(3)(c-d)).

- Waylight provides appropriate support and assistance to any person wishing to contact the Commissioner (s.8(3)(d)).

5.5 Procedural Fairness (Section 9)

All persons are afforded procedural fairness when a complaint is dealt with by Waylight. This includes the right to be heard, the right to know the substance of the complaint, and the right to an unbiased decision-maker.

5.6 Record Keeping (Section 10)

- The Complaints Register records: information about each complaint, action taken to resolve it, and the outcome (s.10(2)).
- Records are retained for 7 years from the date made (s.10(3)).
- Statistical information is collected to identify systemic issues and drive improvement (s.10(4)).
- The Director reviews complaint patterns quarterly to identify trends.

5.7 Continuous Improvement

- Complaints are a source of intelligence for improving services.
- The Director reviews the Complaints Register quarterly to identify: recurring themes, systemic issues, and opportunities for improvement.
- Changes made as a result of complaint reviews are documented in the Improvement Register (see WL-POL-06).
- The complaints management system is reviewed annually for effectiveness (s.8(8)).

6. Responsibilities

Role	Responsibility
Director (Joshua)	Receives and acknowledges complaints. Investigates and resolves complaints. Maintains the Complaints Register. Informs complainants and affected persons of progress and outcomes. Reviews complaint patterns quarterly. Reviews system annually.
Contractor-Accountant	Assists with investigation of financial complaints. Receives complaints if they involve the Director.
Plan Management Worker (future)	Assists participants to make complaints if requested. Reports complaints received to the Director immediately.
Participants	Are informed of how to make a complaint. Are supported throughout the complaints process. Are informed of external complaint avenues.

7. Related Documents

- WL-POL-07 Incident Management Policy
- WL-POL-06 Governance & Operational Management Policy
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards (Verification Module)

8. Audit Readiness Notes

- Q: 'How does a participant make a complaint?', A: They can email, phone, write, or tell me in person. Anonymous complaints are accepted. I acknowledge within 2 business days, investigate, and aim to resolve within 10 business days. They are kept informed throughout. If they are not happy with my response, I give them the NDIS Commission's contact details, 1800 035 544.
- Q: 'How do you ensure someone is not adversely affected for complaining?'. A: The policy explicitly prohibits adverse action against complainants. Complaint information is confidential. The complainant is involved in the resolution process and informed of outcomes.
- Q: 'What if the complaint is about you personally?'. A: The complaint goes to the Contractor-Accountant for independent handling. The complainant is also informed of their right to complain directly to the NDIS Commissioner.

9. Review

This policy is reviewed annually or earlier if there are changes to the Complaints Management Rules, NDIS legislation, or organisational operations. Next scheduled review: 2027-04-02.

Version History

Version	Date	Author	Changes
1.0	2026-04-02	Joshua	Initial version
1.1	2026-04-02	Joshua	POLISH: Added specification of public complaint information locations (website, service agreement).