



## COMPLAINTS POLICY

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Wicked Plan Management is a team of committed, positive and successful people who are determined to be the best in our field. We set high standards for ourselves and live up to our company mandate that enshrines our mission, purpose and customer service values.

### Our commitment to you

- To offer a level of service and support that is both professional and personal.
- To offer our clients value-based services that are recognised as uncompromised high quality.
- To provide guidance and education around your NDIS budget and the management of your funds

### Policy intent

- Treat all customers with respect, including those who make complaints.
- Assist people to make a complaint, if needed.
- Work cooperatively with advocates acting for a customer and their complaint
- Seek to resolve complaints without delay.
- Comply with this policy and its associated procedures.
- Address issues arising from individual complaints and implement changes as part of our operational continuous improvement.
- Keep informed on best practice in complaint handling.
- Review our complaints management system to ensure best practice.

### Accessibility

We will ensure that information about how and where complaints may be made to or about us is easily available. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly customers who may require assistance.

If a customer prefers or needs another person or organisation to assist or represent them in the making and resolving of their complaint, we will communicate with them through their representative as advised.

Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

## **We are customer focused**

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Customers making complaints will be:

- Provided with information about our complaint handling process
- Provided with accessible ways to make complaints
- Listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- Provided with reasons for our decision/s and any options for redress or review.

## **No detriment to customers making complaints**

We will take all reasonable steps to ensure that customers making complaints are not adversely affected because a complaint has been made by them or on their behalf.

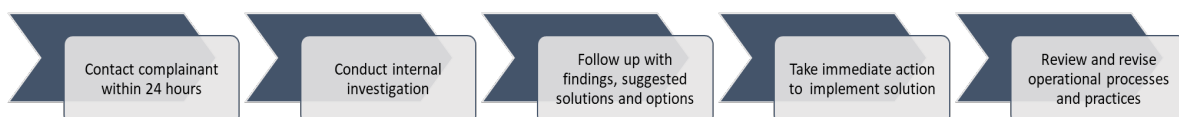
## **Early resolution**

Where possible, we aim to resolve complaints at first contact with the customer.

## **On receiving your complaint, we will:**

- Contact with you within 24 hours to confirm we are addressing your concerns.
- Appoint an appropriate manager to investigate the circumstances surrounding your complaint.
- Contact you as soon as practicable to discuss the findings and to propose solutions and options for your consideration.
- Provide any further information or explanations as required.
- Take immediate action, and appropriate measures to both rectify the situation and prevent any opportunity for a reoccurrence.

## **Complaints process**



## Objectivity and fairness


- We will address each complaint with integrity and in an equitable, objective and unbiased manner.
- We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.
- Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

## Your feedback is important

If you are dissatisfied with your experience with Wicked Plan Management, please let us know immediately. Please send us an email at [jaime@wickedplanmanagement.com.au](mailto:jaime@wickedplanmanagement.com.au) and be sure to include a contact phone number, so we can call you to discuss your concerns.

Should you feel your complaint has not adequately been resolved, or that we have not delivered in all of the areas set out above, you can refer your concerns to [www.accc.gov.au](http://www.accc.gov.au) for further assistance.

As customers and stakeholders, you are our top priority and we take your feedback very seriously. We appreciate and thank you for taking the time to alert us to your experience.

Name	Signed	Date
Jaime Thomson		20/07/2020