

Policy: Feedback and complaints



Inclusive Housing Australia, or IHA for short, provides houses for people with disability to call their home.

The NDIS calls this Specialist Disability Accommodation, or SDA for short.



A policy is a set of rules that are written so you know what to expect.

This policy is rules to help you know what to do at work when you take feedback or get a complaint.



A complaint is when someone tells you bad things about IHA and the service they provide to people with disability.

A complaint can also be made about our staff.




If you receive a complaint, tell your manager about it as soon as you can.

 	<p>If a complaint is serious, we will need to tell the NDIS or the police.</p>
	<p>IHA will respond to all complaints.</p> <p>We will make sure the person who made the complaint knows what is happening and the progress that the complaint is making.</p>
	<p>Feedback is positive or negative information given to you about our services, or our staff.</p>
 <p>Training Room</p>	<p>You will be trained to help people make a complaint or give us feedback in a way you can understand.</p>





**inclusive housing
australia**
Transforming Lives



	<p>We support people that make complaints or give us feedback at all times.</p> <p>We will support you throughout the complaints process.</p>
	<p>We have created step by step forms for you to take complaints and provide feedback that matches the NDIS rules, policies and processes.</p>
	<p>We also have tools to help you with feedback and complaints.</p> <p>We ensure that the information is kept safe and we will respond to all complaints.</p>
	<p>Your manager will help you make sure all complaints get fixed.</p>

	<p>IHA wants to ensure that people with disability know how they can give feedback and/or make a complaint.</p>
	<p>IHA will read all feedback and complaints and use it to make sure our services are the best they can be.</p> <p>We will provide help throughout the process to ensure the best outcome is reached.</p>
	<p>You can also make a complaint to the NDIS Quality and Safeguards Commission.</p>
	<p>www.ndiscommission.gov.au</p>



	feedback@ndis.gov.au
	1800 800 100