



Feedback, Complaints Management and Pathways to Resolution

(V 1.0 Policy Document)

Purpose of Policy:

This policy provides the framework for our feedback and complaints management system to Rainbow Fun Workers*, customers and other interested parties who want to provide feedback, lodge a complaint, or express other concerns relating to the supports and services we provide. The purpose of this policy is to demonstrate that:

- Rainbow Fun responds to and manages all feedback, complaints and concerns fairly, kindly, efficiently and to the satisfaction of our customers and other concerned parties in a timely manner ultimately improving the supports and services we provide; and
- Customers and other interested parties can easily, safely, and quickly provide feedback, make a complaint or express any other concerns relating to the supports and services we provide with understanding and knowledge about timeframes and pathways to resolution.

Rainbow Fun allows any person to:

- Provide feedback regarding supports and services;
- Make a complaint about supports;
- Make a complaint about service provided;
- Make amendments to orders;
- Make cancellations to orders; or
- Provide any other concerns regarding supports and services.

*Worker: Rainbow Fun owner, employee, contractor, consultants or people otherwise engaged as volunteers.



Providing feedback, lodging complaints or expressing other concerns:

Rainbow Fun provides customers and other interested parties with several ways in which to easily and quickly provide feedback, lodge a complaint, or express other concerns relating to the supports and services we provide.

From our easy to navigate web pages customers and other interested parties can access our:

1. Dedicated NDIS web page (<https://www.rainbowfun.com.au/NDIS-provider>) directing participants to a dedicated NDIS email address and phone number;
2. Resolution Centre (https://www.rainbowfun.com.au/_myacct/warranty);
3. Contact Us Page (<https://www.rainbowfun.com.au/contact-us>);
4. Company email addresses (i.e. ndis@rainbowfun.com.au, hello@rainbowfun.com.au);
5. Phone number;
6. Postal address (allowing for ANONYMOUS contact); or
7. In store face to face.

Offering customers and other parties a variety of channels to provide feedback, lodge complaints and or express any other concerns:

- Allows the customer to select the method that is most user friendly for themselves;
- Gives customers and other parties choice and control; and
- Allows the ability to fix the problem themselves, working along side us.

For example, some customers prefer to call and speak directly with a Rainbow Fun Workers member, while others prefer to send an email. Some customers might feel most comfortable providing feedback or lodging a complaint anonymously, and can easily do so by using our postal address. Alternatively, our designated online Resolution Centre provides a simply and straight forward select and click format, collecting data about the complaint in a survey format that can be lodged 24 hours a day, 7 days a week and has a built in tracking system for the customer to monitor the progress of these case.



Response to feedback, complaints or any other expressed concerns:

Rainbow Fun workers are trained that all complaints, whether big or small, are to be respectfully acknowledged and valued. Rainbow Fun workers, including the Rainbow Fun owner (who is the Designated Rainbow Fun NDIS Complaints Manager), follow a set procedure to:

- Promptly acknowledge the complaint within 24 hours;
- Provide clear answers and explanations;
- Work with the customer to decide on best action(s);
- Explain the time frame for the processes leading to resolution; and
- Always offer our sincerest apologies.

Rainbow Fun wants customers to feel safe and comfortable discussing concerns. Rainbow Fun believes this is demonstrated by the variety of ways customers are encouraged to contact us. All complaints are treated seriously and each customer is made to feel supported in coming to Rainbow Fun to express their concerns. A customer or any other party will not be adversely affected as a result of making a complaint or expressing their concerns. Rainbow Fun takes action quickly and make changes that will support all of our customers going into the future. For example, if a customer is unsatisfied with a support item purchased from us, we reexamine the product, contact and inform the supplier and/or update our web page description to better improve our business moving forward. Understanding a customers complaint helps us to learn and improve the supports and services we provide.

Timely resolution of complaints:

Complaints, and other any of concerns are dealt with promptly to solve any problem. Rainbow Fun workers check all points of potential customer contact multiple times a day. Information regarding complaints, cancellations or amendments to orders are linked to the individual customers order and made available to the owner of Rainbow Fun. This ensures no complaints, or any other concerns remain unresolved for more than 24 hours. Rainbow Fun offers customers more than one solution to their complaint so that they are involved in the resolution process, selecting the outcome that is most acceptable to them. Customers are constantly kept informed of the progress of their complaint via the Resolution Centre or by any of the other channels they have selected to contact us on. This way they understand what step of the process we are at, at all times.



Reviewing and Improving our Complaints Management and Resolution Centre:

Detailed and clear records are maintained of all complaints, and any other concerns, along with the subsequent resolution (refer to Appendix 1 to view example of data collection spreadsheet). This allows for the easy review of complaints to address any reoccurring issues that customers may have had. In addition, it highlights if any products need to be removed from stock and/or if workers require better understanding/training about products from suppliers. Complaint data are reviewed annually, to ensure its effectiveness, by the owner of Rainbow Fun. As a registered NDIS Provider, clear records of complaints and any other concerns are kept for seven (7) years. All copies of all correspondence will be kept on client file in our Administrative Outlook and NETO.

Roles, responsibilities, compliance and training of Rainbow Fun Workers:

The owner of Rainbow Fun is responsible for ensuring that all Rainbow Fun Workers have been trained and comply with this Feedback and Complaints Management and Pathways to Resolution Document. Workers will be trained on the complaint management procedures during their induction, and as part of ongoing refresher training. The owner of Rainbow Fun undertakes training for complaints management and resolution to support clients throughout the process and appropriately respond to complaints in an understanding manner.

NDIS Quality and Safe Guards Commission:

Rainbow Fun is a registered National Disability Scheme Provider, as such NDIS participants, their support coordinators, caretakers, guardians, plan managers or families have a right to provide feedback, lodge complaints and or express any other concerns to Rainbow Fun at anytime. If NDIS participants, their support coordinators, caretakers, guardians, plan managers or families do not want to discuss complaints or feedback directly with Rainbow Fun, or if they are not satisfied with the solution(s) Rainbow Fun suggests, they are directed to contact the NDIS Quality Safeguards and Commission on 1800 035 544 Monday - Friday 9am to 5pm or to visit www.ndiscommission.gov.au to fill out a Complaint Contact Form. We also offer here a link to an easy to read version of the NDIS Quality and Safe Guards Commission Handling Complaints and Fixing Problems policy <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-09/complaints-management-and-resolution-guidance-erfaaccessible.pdf>

NDIS Code of Conduct:

As an NDIS provider Rainbow Fun has taken every step to ensure that it delivers safe and quality supports and services to people with disability. Rainbow Fun complies with the NDIS Code of Conduct <https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Commission%20-%20Conduct.pdf> Registered NDIS providers are also subject to the NDIS Practice Standards. Rainbow Fun has developed a Complaints Management



system based on guidelines produced by the NDIS Quality and Safeguards Commission and the National Disability Insurance Scheme (Incident and Reportable Incidents) Rules 2018 and follows principles of fairness.

Returns and Refunds Policy:

Rainbow Fun has a clear and detailed Returns and Refunds Policy (https://www.rainbowfun.com.au/returns_policy). Our mission is to help our customer's find the best possible product for themselves or their child which is why Rainbow Fun is happy for participants to return items within 60 days of purchase.

Privacy Policy regarding complaints:

As a NDIS provider, Rainbow Fun is bound by privacy legislation and must manage all complaints, amendments and cancellations in a way that respects the confidentiality and privacy of the person making a complaint. The owner of Rainbow Fun informs all workers about their responsibilities. Further details about our Privacy Policy, are accessible by all customers at https://www.rainbowfun.com.au/privacy_policy

Access to the Rainbow Feedback, Complaints Management and Pathways to Resolution Policy:

The Rainbow Fun Feedback, Complaints Management and Pathways to Resolution Policy is accessible by all Rainbow Fun workers and NDIS customers via our NDIS web page.

Appendix 1: Complaint Register

Is customer an NDIS participant?	Customer order number / contact details	Date lodged	Contact method	Detailed description of feedback, complaint or other concern	Is complaint and Incident (Y/N). If Yes refer to Incident Management Policy ASAP	Date of 1st response and description of how customer was contacted	Action taken / Staff Member on date of	Solution/ Outcome	Date resolved	Any required changes as result of complaint?	Additional comments