



Complaints and Feedback Policy

Information for participants, families, carers, advocates and providers

Is someone in danger right now? Call 000.

Making a complaint or raising a concern will never affect your service or payments.

We want to hear from you

JP Plan Management (JPPM) welcomes compliments, feedback and complaints, and we want to know about anything that worries you. Your feedback helps us improve. Everyone has the right to be listened to, treated with respect and treated fairly.

- Anyone can tell us – participants, nominees, families, carers, advocates, support coordinators, providers and members of the public.
- You can stay anonymous – you do not have to give your name.
- Someone can help you – a family member, friend, support coordinator, advocate or interpreter can help you or speak for you.
- You can complain to the NDIS Quality and Safeguards Commission at any time – first, instead of us, or after.

How to tell us

Website	Feedback, Complaints & Concerns form on our Contact Us page – jppm.com.au/contact-us . You will get a reference number.
Phone or text	0401 034 538 (9am – 4pm, Monday to Friday)
Email	contact@jppm.com.au
Post	JP Plan Management Pty Ltd, PO Box 5433, Cranbourne VIC 3977 – you can send an unsigned letter to stay anonymous
Form	Download our Feedback, Complaints & Concerns Form from our website, or ask us to email or post you a copy

Worried that someone is being harmed, neglected or financially taken advantage of? Choose "Report a concern" on our website form, or call us. You don't need to know what to call it – just tell us.

What happens next

1. **We record what you tell us** and thank you for telling us.
2. **We contact you within 1 business day** to confirm we have it and explain what happens next (if you gave us your contact details).
3. **If someone may be at risk** of harm, abuse, neglect or fraud, we act straight away.



4. **We look into it fairly.** We listen to what happened and what you would like to happen. If the complaint is about someone, we hear their side too.
5. **We tell you the outcome and the reasons within 30 days**, in the way you prefer. If it will take longer, we tell you why and keep you updated.
6. **If you are not happy with the outcome**, tell us and we will look at it again. You can also contact the NDIS Commission.

Fairness and privacy

- You will be kept informed and involved in the way you want.
- We keep your information confidential. We only share it with people who need it to sort out your feedback, or where the law requires.
- We keep records of complaints securely for 7 years.
- If your complaint is about our Director, we encourage you to contact the NDIS Commission, and we will co-operate fully.
- We use what you tell us to improve our service.

Other places that can help

If you want to...	Contact
Complain to the NDIS Commission	1800 035 544 (free call from landlines), TTY 133 677 – ndiscommission.gov.au
Report abuse or neglect of a person with disability	National Disability Abuse and Neglect Hotline – 1800 880 052
Report suspected NDIS fraud	NDIS Fraud Reporting and Scams Helpline – 1800 650 717 or ndis.gov.au/reportfraud
Ask about your NDIS plan or funding	NDIA – 1800 800 110
Complain about how the NDIA or NDIS Commission handled a complaint	Commonwealth Ombudsman – 1300 362 072
Make a privacy complaint	Office of the Australian Information Commissioner – 1300 363 992 (see our Privacy Policy)

Help to tell us

Interpreter	TIS National 131 450 – ask them to call JPPM on 0401 034 538
Help to hear or speak	National Relay Service – TTY 133 677 or Voice Relay 1300 555 727, then ask for 0401 034 538
Free, independent advocate	Disability Gateway 1800 643 787, or the Ask Izzy Disability Advocacy Finder – askizzy.org.au/disability-advocacy-finder
Easy Read or other formats	Download our Easy Read guide "Telling us what you think" from our website, or ask us for it in Easy Read, large print or another format