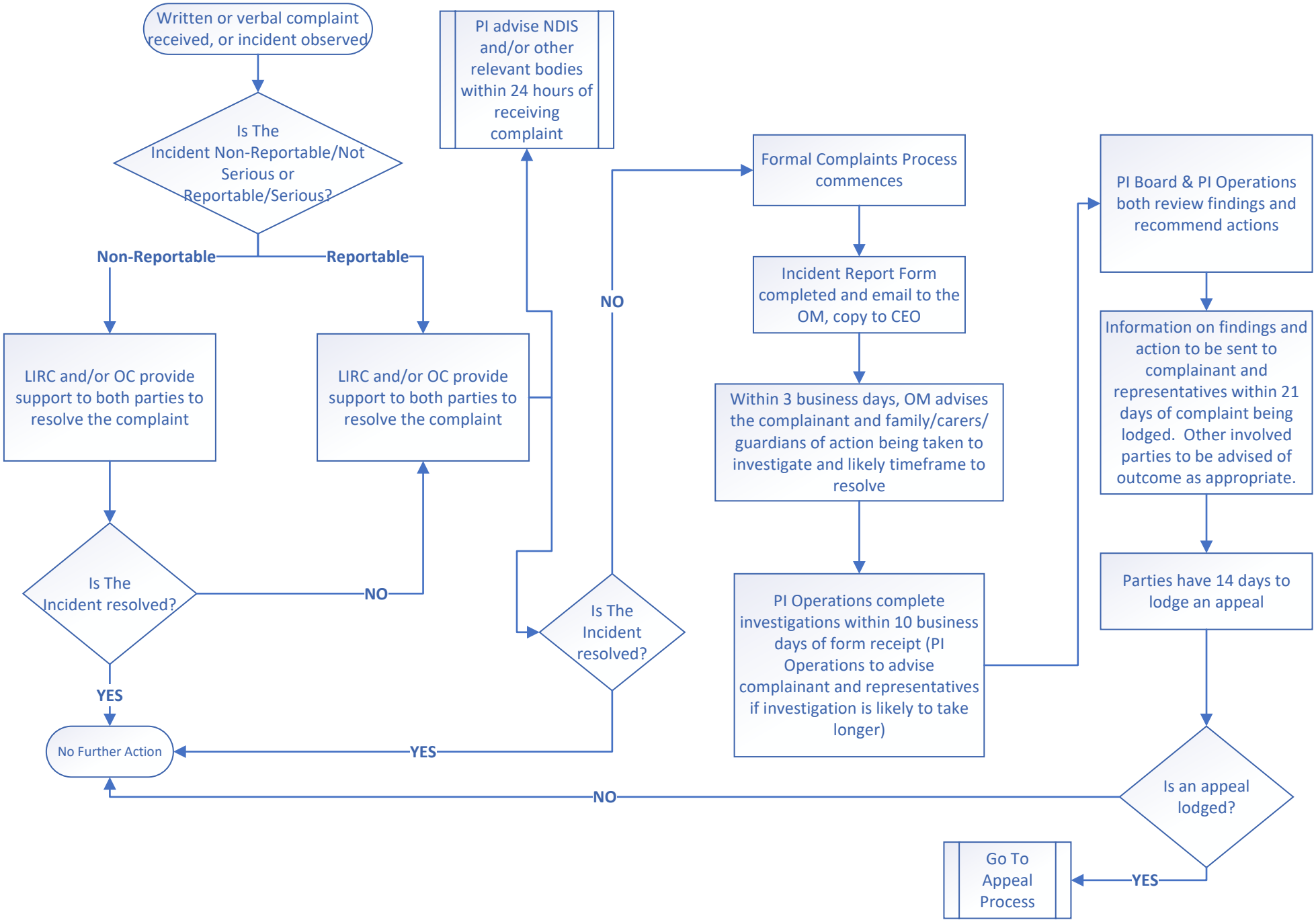
Written or verbal complaint received, or incident observed
Is The Incident Non-Reportable/Not Serious or Reportable/Serious?
Non-Reportable
Reportable
LIRC and/or OC provide support to both parties to resolve the complaint
LIRC and/or OC provide support to both parties to resolve the complaint
Is The Incident resolved?
NO
YES
No Further Action
PI advise NDIS and/or other relevant bodies within 24 hours of receiving complaint
NO
Is The Incident resolved?
YES
Formal Complaints Process commences
Incident Report Form completed and email to the OM, copy to CEO
Within 3 business days, OM advises the complainant and family/carers/ guardians of action being taken to investigate and likely timeframe to resolve
PI Operations complete investigations within 10 business days of form receipt (PI Operations to advise complainant and representatives if investigation is likely to take longer)
PI Board & PI Operations both review findings and recommend actions
Information on findings and action to be sent to complainant and representatives within 21 days of complaint being lodged. Other involved parties to be advised of outcome as appropriate.
Parties have 14 days to lodge an appeal
Is an appeal lodged?
NO
YES
Go To Appeal Process