



Feedback, Compliments & Complaints

Policy · Client version · V2.0 · October 2026

Document control, purpose and scope

Item	Detail
Policy	Feedback, Compliments & Complaints Policy and Procedure
Version	2.0
Effective date	18 October 2026
Approved by	Director, JP Plan Management Pty Ltd
Next review	October 2027, or sooner if legislation or NDIS Commission guidance changes
Audience	Participants, nominees, families, carers, advocates, support coordinators, providers and the public. This is the client version of our policy. A short summary, our Feedback, Compliments & Complaints Statement, is also on our website.
Applies to	All participants, nominees, families, carers, advocates, support coordinators, providers, staff and contractors of JPPM

This policy explains how anyone can give JPPM a compliment, feedback or a complaint, and how we will handle it fairly, quickly and confidentially.

It covers every part of our plan management service: invoice processing and payments, statements and budget reports, the PM portal and app, communication, staff conduct, and how we manage personal information. It also tells people how to complain to an external body at any time, including the NDIS Quality and Safeguards Commission.

Policy statement and our commitments

JPPM welcomes compliments, feedback and complaints and uses every one of them to improve our service. Here at JP Plan Management we pride ourselves on being compassionate, understanding and trustworthy plan managers, and we strive to offer and nurture open channels of communication.

Our complaints management and resolution system is accessible, fair and responsive, follows the principles of procedural fairness and natural justice, and meets the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

We commit that:

- **No adverse consequences.** No one will be disadvantaged, treated differently or have their service affected for giving feedback or making a complaint — to us, to the NDIS Commission or to anyone else.
- **Everyone is heard.** Everyone has the right to be listened to, respected, have their opinions valued and be treated fairly.



- **Anyone can complain.** Participants, nominees, family, carers, advocates, support coordinators, providers, staff and members of the public can all raise a concern.
- **Anonymous feedback is accepted.** You do not have to give your name — you can write to us by post or call us (see How to give feedback or make a complaint).
- **Support is available.** You can have a family member, friend, advocate, interpreter or support coordinator help you or speak for you.
- **Your choice of pathway.** You can come to us first, or go straight to the NDIS Commission at any time.
- **Privacy.** Your complaint is kept confidential and only shared with the people who need it to resolve the issue, or where the law requires.
- **Protection for people who speak up.** JPPM will not disclose the identity of anyone who makes a protected disclosure about NDIS supports or services, except where the law allows, and will not treat them unfavourably for speaking up (NDIS Amendment (Integrity and Safeguarding) Act 2026).
- **We learn from it.** Every complaint is recorded in our Feedback & Complaints Register and reviewed for improvements to our service.

Where appropriate, JPPM will refer a complaint to the NDIS Commission or another body, and will notify other bodies as required under Commonwealth, State or Territory laws — for example, a reportable incident or a risk to someone's safety.

What is feedback, a compliment and a complaint?

Word	What it means
Compliment	Telling us about something we did well. We share compliments with our team.
Feedback	Sharing your ideas and feelings about anything at JPPM — good things, bad things, or how we could make something better.
Complaint	Telling us about something you are not happy with. It can be about anything at JPPM — a person, a payment, a statement, our app, how we communicated, or how we handled your information.

We know the supports we provide may not always meet people's expectations, and mistakes do happen. We value it when people tell us, because it helps us improve our support and our systems.

This policy is about JPPM's own service. If your concern is about another provider, we will help you raise it with that provider or with the NDIS Commission. If it is about your NDIS plan or funding decisions, we will help you contact the NDIA.



How to give feedback or make a complaint to JPPM

You can contact us in whichever way suits you. You can speak to any team member, and they must pass your feedback to the Manager.

How	Details
Phone or text	0401 034 538 — 9am to 4pm, Monday to Friday
Email	contact@jppm.com.au
Website	Fill in the Feedback web form on our Contact Us page . Our website Feedback Statement is at jppm.com.au/feedback-compliments-policy .
Post	JP Plan Management Pty Ltd P O Box 5433, Cranbourne Vic 3977
Feedback form	Download our two-page Feedback, Compliments & Complaints Form from our website Feedback Statement page, or ask us to email or post you a copy
Someone on your behalf	A family member, carer, friend, advocate or support coordinator can contact us for you, with your consent

Anonymous feedback

You can give feedback or make a complaint **without giving your name**:

- **By post** — write to JP Plan Management Pty Ltd, P O Box 5433, Cranbourne Vic 3977. You do not need to sign the letter or include a return address.
- **By phone** — call [0401 034 538](tel:0401034538) and tell us you want to stay anonymous. We will not ask for your name, and you can withhold your number.

We treat anonymous feedback seriously and record it in our register. Because we cannot contact you, we may not be able to tell you the outcome or ask follow-up questions, so please include as much detail as you are comfortable sharing.

Help to make a complaint

- **Interpreter:** call the Translating and Interpreting Service (TIS National) on [131 450](tel:131450) and ask them to call JPPM on 0401 034 538.
- **Hearing or speech impairment:** use the [National Relay Service](#) — TTY 133 677, Voice Relay 1300 555 727, SMS Relay 0423 677 767 or [NRS Chat](#) — and ask for 0401 034 538.
- **Easy Read:** ask us for an Easy Read version of this policy.
- **Advocate:** see Other places you can make a complaint or get help, for free, independent disability advocacy anywhere in Australia.



Other places you can make a complaint or get help

You can contact any of these organisations **first, instead of us, or at any time** — including while we are handling your complaint. You will never be disadvantaged for doing so.

Organisation	When to contact them	Phone	Online
NDIS Quality and Safeguards Commission	Concerns about the quality or safety of NDIS supports, a provider or worker (including JPPM), or how a provider handled your complaint	1800 035 544 (free call from landlines) National Relay Service: TTY 133 677 or Voice Relay 1300 555 727, then ask for 1800 035 544	Report an issue or make a complaint contactcentre@ndiscommission.gov.au
National Disability Insurance Agency (NDIA)	Your NDIS plan, funding, access or NDIA decisions	1800 800 110 National Relay Service: ask for 1800 800 110	NDIS feedback and complaints form
Commonwealth Ombudsman	You are not happy with how the NDIA or NDIS Commission handled your complaint	1300 362 072	Make a complaint
Disability Gateway	Free help anywhere in Australia to find a disability advocate or other support	1800 643 787 Mon–Fri 8am–8pm	disabilitygateway.gov.au Ask Izzy — Disability Advocacy Finder
National Disability Abuse and Neglect Hotline	Report abuse or neglect of a person with disability, confidentially	1800 880 052	disabilitygateway.gov.au/safety-help
Office of the Australian Information Commissioner (OAIC)	Complaints about how your personal information was handled	1300 363 992	oaic.gov.au
Translating and Interpreting Service (TIS National)	An interpreter to help you contact any of the above	131 450	tisnational.gov.au

If someone is in immediate danger, call 000. If you would like help to contact any of these organisations, JPPM staff will help you or give you the details in writing.



What happens after you contact us

The Manager will contact you within 1 business day, and we aim to resolve most complaints within 21 business days. Many phone complaints are resolved in the first call or the same business day.

Step	What we do	Timeframe
1. Receive	We listen, thank you, and record your feedback or complaint in the Feedback & Complaints Register. We tell you about advocacy and the NDIS Commission.	Same day
2. Acknowledge	The Manager contacts you to confirm we have it, explain the next steps and agree how you would like to be kept updated.	Within 1 business day (24 hours)
3. Assess	We work out what happened, check records, talk to the people involved, and ask you for anything else we need. If there is a risk to safety, we act immediately.	Within 10 business days
4. Resolve	We contact you by phone or in writing with the outcome, what we will do to fix it, and any apology.	Aim: within 21 business days
5. Review	If you are not happy with the outcome, the Director reviews the complaint and how it was handled. You can also go to the NDIS Commission.	Within 10 business days of your request
6. Improve	We record the outcome and any change to our service, and check the change has worked.	Ongoing

We will keep you informed at every stage. If something will take longer — for example, if an independent investigator is needed — we will tell you why and agree a new timeframe with you.

You will be listened to, your feedback will be acknowledged, and you will be treated with respect at all times.

When we may stop handling a complaint

We may close a complaint, and explain why in writing, if it has already been fully dealt with, is being handled by the NDIS Commission, or is repeated without new information. You can still contact the NDIS Commission at any time.

How we keep your information

We record every compliment, piece of feedback and complaint in our Feedback & Complaints Register, including what we did and the outcome. A copy is kept in your client file.

- Records are stored securely and kept for 7 years from the day they are made, as required by the NDIS (Complaints Management and Resolution) Rules 2018.
- We handle your personal information under the Privacy Act 1988 and our [Privacy Policy](#). We only share it with your consent, with the people who need it to resolve your feedback, or where the law requires.
- If the NDIS Commission asks us to take action on a complaint, we will do so promptly and keep you informed.
- Our staff are trained in this policy when they start and at least once a year.



How we use feedback, laws and review

How we use feedback

- Our Director reviews all feedback every quarter to find trends and ways to improve.
- We ask participants and providers for feedback through regular satisfaction surveys and check-ins.
- We may contact people who tell us they are very unhappy to talk about how we can do better.
- We record the improvements we make and check that they work.

Legislation and standards

JPPM complies with all relevant laws and standards, including:

- [National Disability Insurance Scheme Act 2013 \(Cth\)](#)
- [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#), as amended by the Dealing with Complaints Rules 2026
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)
- National Disability Insurance Scheme (Code of Conduct) Rules 2018 — the NDIS Code of Conduct
- [NDIS Practice Standards and Quality Indicators](#) — Core Module: Provider governance and operational management, Feedback and complaints management
- National Disability Insurance Scheme Amendment (Integrity and Safeguarding) Act 2026 — whistleblower protections
- Privacy Act 1988 (Cth) and the Australian Privacy Principles, as amended by the Privacy and Other Legislation Amendment Act 2024
- Disability Discrimination Act 1992 (Cth)

Further guidance: [NDIS Commission — Effective Complaint Handling Guidelines for NDIS Providers](#).

Policy review

We review this policy every 12 months, after any significant complaint, and whenever NDIS laws or NDIS Commission guidance change. You can find it, and our short Feedback Statement, at jppm.com.au/feedback-compliments-policy. We can provide it in Easy Read or another format, and help you understand it.

If someone is in immediate danger, call 000. To report abuse or neglect of a person with disability, call the National Disability Abuse and Neglect Hotline on [1800 880 052](tel:1800880052).