



Complaints Policy

Allround Plan Management is committed to providing safe, respectful, and high-quality NDIS Plan Management services. We welcome feedback and recognise that complaints are an important opportunity to improve our services.

We support every participant's right to raise concerns and will respond fairly, promptly, and without discrimination.

This policy aligns with the:

- NDIS Code of Conduct
- NDIS Practice Standards
- Requirements of the NDIS Quality and Safeguards Commission

1. Our Commitment

We are committed to ensuring that all participants, families, carers, and providers feel safe and supported when providing feedback or making a complaint.

We will ensure that:

- Complaints are taken seriously
- Participants are treated with dignity and respect
- Complaints are handled fairly and confidentially
- There are no negative consequences for making a complaint
- Continuous improvement is supported through feedback

2. What is a Complaint?

A complaint is any expression of dissatisfaction about our services, including:

- Concerns about plan management support
- Delays or issues with invoice processing
- Communication concerns
- Privacy or confidentiality matters
- Any aspect of service quality or participant experience

3. How to Make a Complaint

You can make a complaint or provide feedback at any time by contacting us:

Allround Plan Management

Phone: 0456 961 135

Email: admin@allroundpm.com.au

You may also submit feedback through our website contact form. Complaints can be made verbally or in writing. Support persons, advocates, or nominees are welcome to assist you.

4. What Happens Next?

When a complaint is received, we will:

- Acknowledge the complaint as soon as possible
- Listen respectfully and clarify the issue
- Assess the matter fairly and confidentially
- Work with you to resolve the issue promptly
- Provide an outcome and explanation
- Record the complaint to support service improvement

We aim to resolve complaints as quickly as possible, usually within 5–10 business days, depending on complexity.

5. Confidentiality and Privacy

All complaints are handled confidentially and in line with our Privacy Policy. Information will only be shared where necessary to resolve the complaint or where required by law.

6. No Disadvantage

You will not be treated unfairly or receive reduced service because you have made a complaint. Making a complaint will not affect your access to supports or services.

7. Escalating a Complaint

If you are not satisfied with our response, or you do not feel comfortable raising the complaint directly with us, you can contact the independent regulator:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: <https://www.ndiscommission.gov.au/about/complaints>

The Commission can help participants resolve complaints about NDIS providers.

8. Continuous Improvement

Allround Plan Management is committed to ongoing improvement. Feedback and complaints are reviewed to help us strengthen our systems, staff training, and service delivery.

Contact Us

If you would like to provide feedback or make a complaint, please contact:

Allround Plan Management

0456 961 135

admin@allroundpm.com.au

Variations

Allround Plan Management reserves the right to vary, replace or terminate this policy from time to time.

Policy version and revision information

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