

Purpose

Amicus takes all feedback and complaints seriously. It treats all people fairly and respectfully. The organisation uses feedback to improve service quality and participant outcomes. It also ensures that corrective actions are implemented in a timely manner. This policy outlines Amicus' commitment to managing feedback, complaints and compliments in a fair, transparent, accessible and timely manner.

Authorisation

This policy is endorsed by the Managing Director.

Definitions

Complaint: An expression of dissatisfaction with services, staff behaviour, decisions or practices.

Feedback: Includes compliments, comments, suggestions or complaints about service quality.

Compliment: An expression of praise or positive feedback about services or staff.

Complainant: Any person making a complaint.

Advocate: A person who supports another individual to express their views, rights and decisions.

Policy

Complaint and Feedback Management

Amicus is committed to ensuring that all feedback, complaints and compliments are managed in a fair, respectful, accessible and timely manner. We recognise that feedback is a valuable opportunity to improve the quality of our services and outcomes for participants.

Who Can Make a Complaint and How

Anyone can make a complaint or provide feedback, including participants, family members or guardians, advocates, employees, contractors and members of the community.

Feedback, compliments or complaints can be made in any way that is accessible and convenient, including:

- In person
- By phone
- By email
- In writing
- Through online/web forms

All feedback or complaints may be made anonymously.

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Endorsed by	Managing Director	Schedule review date	May 2028	

This policy applies to:

- All participants
- Families, carers and guardians
- Advocates and representatives
- Employees, contractors and volunteers
- Members of the public

It applies to all feedback received regardless of the method or source.

Support and Rights

Amicus will support individuals to make a complaint by:

- Ensuring they are aware of their right to complain
- Providing support and assistance to lodge complaints, including access to advocacy support
- Offering accessible information, formats, interpreters or other communication supports where required
- Supporting access to independent advocacy services

Commitment to Child Safety

Amicus have a zero tolerance for child abuse

- All complaints involving the safety or wellbeing of a child will be treated as urgent.
- We will comply with all relevant child protection laws and reporting obligations.
- We will use age-appropriate language when speaking with children.

Children will be supported by a trusted adult or advocate during the process

Complainants can raise concerns directly with Amicus or contact an external body at any time.

External Complaint Options

External complaint bodies include:

- NDIS Quality and Safeguards Commission - 1800 035 544
- Department of Families, Fairness and Housing (VIC) - 1300 884 706 | feedback@dffh.vic.gov.au
- Aged Care Quality and Safety Commission - 1800 951 822

Additional external agencies are available if a complainant is not satisfied with the outcome or prefers not to raise the matter internally, including the National Disability Insurance Agency, Victorian Ombudsman, Victorian Disability Worker Commission, and Australian Human Rights Commission.

Managing Complaints and Feedback

All feedback, including complaints, compliments and suggestions, may be provided verbally or in writing and will be managed consistently.

- All complaints and feedback will be recorded and acknowledged within 2 business days
- Initial contact will be made within 5 business days
- A resolution plan will be developed within 28 days where possible

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The responsibility for managing and investigating complaints will be determined based on the nature and severity of the matter and may involve Team Leaders, Managers, People and Culture, or Executive staff. Investigations will assess the issues raised, determine validity and identify appropriate actions.

Amicus will work with the complainant to achieve a resolution and will provide a clear outcome, in writing where appropriate, within 28 days where possible. Where delays occur, the complainant will be informed and provided with regular updates.

Escalation and Reporting

Matters may be escalated internally to senior management or the Board where required. Serious matters may be referred to external authorities, including regulatory bodies, in line with legal and reporting obligations.

Where required, Amicus will notify external bodies within legislated timeframes. Notifiable matters may include:

- Breaches of legislation or regulatory standards and requirements
- Risks to health, safety or wellbeing
- Allegations involving children or vulnerable persons

Monitoring, Records and Continuous Improvement

All complaints and feedback are recorded in a register, including:

- Complaint details
- Actions taken
- Status (open/closed)
- Outcomes

This information is used to:

- Identify trends and systemic issues
- Improve service quality
- Inform organisational decision-making

Compliments and informal feedback will be recorded within 2 business days, acknowledged where appropriate and shared with relevant teams to support recognition and continuous improvement. Formal feedback collected through surveys or other channels will be reviewed by management to inform service design and improvement initiatives.

All records relating to complaints and feedback will be:

- Accurately documented
- Stored securely
- Retained for a minimum of 7 years

Feedback and complaints are a key driver of continuous improvement at Amicus, informing service delivery, identifying risks, guiding staff training and strengthening organisational processes.

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Responsibilities

Amicus

- Maintain an effective, accessible complaints system
- Ensure culturally appropriate communication
- Promote awareness of complaint rights

Staff

- Support individuals to make complaints
- Report complaints promptly
- Participate in investigations as required

Management

- Monitor trends and performance
- Ensure timely resolution
- Drive continuous improvement

Complaints can be made anonymously and can be raised with Amicus or directly with external agencies at any time.

Amicus is committed to integrity, transparency and accountability. Through the Whistleblower Policy, staff, volunteers and community members can safely and confidentially report misconduct or unethical behaviour, with appropriate protections and support in place.

Complaints System

In line with best practice, Amicus will ensure the complaints system is:

- Easy to understand and use, including Easy Read formats
- Addressed promptly and appropriately
- Free from bias or conflict of interest
- Centred on the rights and needs of participants
- Information is handled sensitively and securely
- Clear communication about outcomes and processes
- No person is disadvantaged for making a complaint

Amicus complaints system is documented and information on how to make a complaint is available to participants, their families, guardians or advocates in a way that is culturally appropriate.

Amicus will work to ensure the complainant:

- are aware of their right to make a complaint
- feel empowered to make a complaint
- are supported to make a complaint
- are involved in the resolution process after making a complaint
- know they won't be adversely affected as a result of making a complaint.
- explore the options for a review if the complainant is not satisfied with outcome

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- ensure a periodic review to ensure the feedback process is effective.

Related documents

Complaint register
 Whistleblower Policy
 Commitment to Child Safety
 Child Safe Code of Conduct
 Amicus Child Safe and Wellbeing Policy

Regulations

Aged Care Act 2024 (Cth)
 Children, Youth and Families Act 2005 (Vic)
 Disability Service Safeguards Act 2018 (VIC)
 National Disability Insurance Scheme Act 2013 (Cth)
 NDIS (Complaints Management and Resolution) Rules 2018 (Cth)

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