



Feedback and Complaints Policy and Procedure

Ability Beyond Boundaries Ltd (ABB) | Revised 30 September 2026

1. Purpose and scope

ABB welcomes compliments, suggestions, concerns and complaints as opportunities to improve its work. Everyone has the right to be heard, receive a fair response and seek a review without fear of retaliation. Making a complaint is free.

This policy applies to all ABB activities, including NDIS supports, community programs, cultural events, workshops, social enterprise and organisational operations. Anyone may give feedback or complain, including participants, families, carers, staff, volunteers, contractors, students, partners and members of the public.

2. Our commitments

ABB will listen respectfully, take concerns seriously, act promptly on safety risks, and handle complaints fairly and impartially. People making a complaint and affected participants will be supported to take part in the process and kept informed in a way they can understand. ABB will explain decisions and available review options.

No person will be threatened, discriminated against, excluded or have services reduced because they raised a concern, made a complaint, requested review or assisted with a complaint. Separate safety or service decisions must have a legitimate basis, be documented and comply with applicable agreements and obligations. They must never be used as retaliation.

3. How to give feedback or make a complaint

Speak to an ABB staff member, contact the Executive Director by phone or email, or use ABB's website Contact page. Feedback can also be given in person, in writing or through another accessible communication method. Current contact details are published on ABB's website and must also be provided at the start of services and in accessible complaint information.

No special form, formal language or supporting documents are required. Where possible, explain what happened, when it happened, who was involved, how it affected you and what outcome you would like. Staff must help record a verbal complaint if needed and check that the record reflects the person's concerns.

Anonymous feedback and complaints are accepted and assessed. ABB will act on available information, although anonymity may limit investigation or prevent a direct response. You may also ask for your identity to be restricted; ABB will explain any limits to confidentiality before sharing information where practicable.

4. Accessibility and support

You may use an advocate, interpreter, trusted support person or authorised representative. ABB will offer reasonable communication support, accessible information and assistance to find independent advocacy. Persian-speaking support may be requested. A person does not need to complain through their usual support worker.

ABB will seek the affected person's views, preferences and consent where appropriate. A family member or carer does not automatically have authority to act for another person. ABB must check any representative's authority while respecting the person's own voice and decision-making rights. A concern can still be received and assessed when consent or authority is unclear, especially where safety may be at risk.



5. Who manages the complaint?

The Executive Director is responsible for ensuring complaints are recorded, assigned and addressed. Staff receiving a complaint must pass it promptly to the person responsible, while addressing any immediate safety needs. The complaint handler must be suitably skilled and free from conflicts of interest.

Complaints about the Executive Director must be referred to the Board Chair or another unconflicted director. Complaints about a director must be referred to an unconflicted director. Where an impartial internal response is not possible, the Board must arrange an appropriate independent response or referral. A person must not investigate or decide a complaint about their own conduct.

6. Procedure and response targets

Step 1: Receive, record and acknowledge

Record the complaint, preferred contact method, communication needs and requested outcome. ABB aims to acknowledge complaints within three business days of receipt and explain who will handle the matter and what happens next. If the person is anonymous and cannot be contacted, record this and continue assessment.

Step 2: Assess urgency and protect safety

Assess immediate risks, safeguarding concerns and any incident or external reporting obligations promptly. Do not wait for the normal complaint process to address serious safety issues. In an emergency or immediate danger, call 000. Refer possible criminal conduct to police where appropriate and make required safeguarding or regulatory reports.

Step 3: Understand and investigate

Clarify the concern and desired outcome, consider available records and speak with relevant people. Offer both the complainant and anyone whose conduct is questioned a fair opportunity to provide information and respond to relevant issues. Protect privacy, use an impartial decision-maker and keep appropriate records. Informal resolution may be used where suitable, but must not bypass safety or legal reporting obligations.

Step 4: Respond and explain the outcome

ABB aims to provide an outcome within 20 business days of receipt. If more time is needed, explain the reason, give a revised target date and provide progress updates at least every 10 business days until an outcome is provided. These are ABB service targets, not statutory deadlines; any shorter legal reporting or response requirement must be met.

Provide the outcome in the person's preferred accessible format, explaining the issues considered, findings, reasons, corrective action and review options. An outcome may include an explanation, apology, service adjustment, staff training or another appropriate remedy. Privacy may limit disclosure of another person's personal information or disciplinary details.

Step 5: Follow up and improve

Check whether agreed actions have been completed and seek feedback on the complaint process. Record the outcome, unresolved issues and lessons learned. Use complaint trends to improve services, policies and staff training.

7. Internal review

If you are dissatisfied, you may ask the Executive Director or an unconflicted director for a review of the outcome or handling of the complaint. A reviewer who was not involved in the original decision should be appointed where practicable. Explain why you are dissatisfied or ask ABB for help to describe your concerns.



ABB will use the same acknowledgement and response targets for review requests, explain any delay, and provide the review outcome and reasons in an accessible format. You do not have to complete an internal review before contacting an external authority.

8. External complaint options

You may contact an appropriate external authority directly at any time. ABB will assist with referrals and accessible contact information when requested. The authority that can help depends on the subject of the complaint.

NDIS Quality and Safeguards Commission: concerns about the quality or safety of NDIS supports, providers or workers. Phone: 1800 035 544. Website: www.ndiscommission.gov.au/complaints/report. Interpreters can be arranged; the National Relay Service can assist with calls. Complaints about NDIS planning or funding decisions should be directed to the NDIA and its relevant review processes.

Office of the Australian Information Commissioner: complaints about handling personal information where it has jurisdiction. Website: www.oaic.gov.au. NSW Fair Trading: eligible consumer concerns about goods or services. Website: www.nsw.gov.au/departments-and-agencies/fair-trading. NSW Health Care Complaints Commission: complaints about health services or practitioners in NSW where applicable. Website: www.hccc.nsw.gov.au.

Other concerns may need referral to police, a child protection agency, an employment body or another relevant authority. ABB will help identify the appropriate pathway and will not prevent anyone seeking independent advice.

9. Confidentiality and records

Complaint information must be stored securely and accessed only by authorised people who need it to assess, resolve, review or lawfully report the matter. Confidentiality is not absolute: relevant information may need to be shared for procedural fairness, safeguarding or legal obligations. Where practicable, explain this to the people affected.

Records must include the complaint, assessment, actions, communications, decisions, reasons, review and follow-up. NDIS complaint records must be kept for at least seven years from the date the record is made, and longer if another applicable requirement demands it. Other complaint records must be retained under ABB's applicable retention requirements. Do not destroy records needed for an investigation or legal process.

10. Monitoring, training and review

The Executive Director oversees implementation and complaint trends; the Board oversees accountability and systemic concerns. Staff, volunteers and other relevant representatives must receive induction and appropriate refresher training. ABB will seek participants' views on whether the process is accessible and effective.

This policy will be reviewed annually, or sooner following a significant incident or change in law or operations. Relevant frameworks include the NDIS Code of Conduct, applicable NDIS Practice Standards, the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, and applicable privacy and NSW laws.

Policy owner: Executive Director. Revision prepared: 30 September 2026. Next scheduled review: September 2027, or earlier if required.