Feedback and Complaints Management Policy

Lumina Connections welcomes compliments, suggestions, concerns and complaints as opportunities to understand people's experiences, address problems and improve services.

Anyone providing feedback or making a complaint will be treated with dignity and respect and will not be disadvantaged for doing so.

Providing Feedback or Making a Complaint

You can give feedback or make a complaint by:

- Speaking directly to a Support Coordinator or another team member;
- Using the Feedback and Complaints Form on the Lumina Connections website;
- Calling our management team on 0432 464 333
- Emailing admin@luminaconnections.com.au or feedback@luminaconnections.com.au
- giving us something in writing.

You can do this yourself or ask an advocate, family member or trusted person to help you.

You do not have to use the form. You can leave out your name and contact details if you prefer. Without contact details, we cannot reply to you directly

If you would like help, please let us know. Lumina Connections will help you understand the process and communicate in a way that works for you.

Who Handles Feedback and Complaints

The Managing Director, Emma, usually handles feedback and complaints. If your complaint is about Emma, someone else will handle it. Emma will not decide what happens.

You can email feedback@luminaconnections.com.au. Our administration team checks this email and arranges someone to handle your complaint. You can also make your complaint by phone, through the website form or by telling a team member.

How We Respond

If you provide contact details and ask for a response, Lumina Connections will acknowledge your feedback or complaint within five business days. We act quickly on urgent concerns.

We listen to the people involved and look at the information before making a fair decision. Anyone whose actions are questioned has a chance to respond.

We involve you and anyone affected by the complaint. We ask what would help and how you would like us to communicate.

We keep you updated and explain:

- what we decided and why;
- what we will do; and
- how you can ask for the decision to be reviewed.

We follow up to check whether our actions helped and record any concerns that remain.

Keeping People Safe

If someone may be unsafe or at risk of harm, Lumina Connections acts quickly. We follow our safety and incident procedures and contact the relevant authorities when required. We do not wait until the complaint is finished.

Getting Help With a Complaint

You can make a complaint directly to the NDIS Quality and Safeguards Commission:

- Call 1800 035 544
- Visit ndiscommission.gov.au

You do not need to make a complaint to Lumina Connections first. If you would like help to contact the Commission, please let us know.

An independent advocate can help you understand your rights and speak up about concerns.

You can find advocacy organisations here:

- South Australian advocacy organisations
- Disability Advocacy Finder — across Australia

If you would like help to use these directories or get their contact details, please let us know.

Records and Privacy

All complaints are recorded in our Register. Other feedback is recorded where useful for organisational learning.

Records include relevant details of the concern, responsible handler, actions, due dates, communications, outcomes and follow-up. Access is restricted to people who need the information, subject to legal, safeguarding and regulatory requirements.

Lumina Connections keeps complaint records for at least seven years from the date each record is made.

Learning From Your Feedback

At Lumina Connections, we want you to feel heard, respected and comfortable sharing your experience. We welcome your feedback—what is working well, what could be better and anything that concerns you. We review feedback to identify improvements and check whether the changes we make are helping.

How We Share This Information With You

The Lumina Connections Participant Handbook explains how to give feedback, make a complaint, find independent advocacy and contact the NDIS Commission. The handbook is provided at intake, and relevant changes are communicated to participants.

This policy is available on our website or on request. We can help explain the information or provide it in a format that works for you.

Staff Training and Policy Review

All workers receive training on their responsibilities at induction and when this policy or its procedure changes.

This policy is reviewed at least annually, and sooner if needed.

Policy owner: Managing Director
Version: 1.1
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