



Feedback and Complaint Management Policy and Procedure

CONTENTS

1. PURPOSE	1
2. SCOPE	1
3. DEFINITIONS.....	2
4. POLICY STATEMENT.....	2
5. HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT	3
5.1 Direct contact.....	3
5.2 NDIS complaints.....	4
6. COMPLAINT MANAGEMENT PROCESS.....	4
6.1 Acknowledgement	4
6.2 Assessment.....	4
6.3 Investigation	4
6.4 Resolution.....	5
6.5 Notification.....	5
7. UNRESOLVED COMPLAINTS.....	5
8. RECORD KEEPING	5
9. CONFIDENTIALITY.....	6
10. DOCUMENT REVIEW.....	6
11. DOCUMENT COMMUNICATION.....	6
12. RELATED DOCUMENTS	6
13. REFERENCES	6

1. PURPOSE

This document outlines the key principles of Zest Food and Feeding's feedback and complaint management system. It includes our policy statement; how to provide feedback or make a complaint; and our complaint handling process.

2. SCOPE

This document covers all feedback and complaints from staff, clients, and other stakeholders about Zest Food and Feeding's products, services, staff or operations.



3. DEFINITIONS

Term	Definition
Client	Individuals or organisations that purchase or use Zest Food and Feeding's products or services.
Complainant	The person or entity that makes a complaint.
Complaint	An expression of dissatisfaction made to or about Zest Food and Feeding's products, services, staff, or operations, that warrants a response or resolution.
Compliment	An expression of praise, appreciation, or positive feedback regarding Zest Food and Feeding's products, services, staff, or operations, that acknowledges the value and quality of the work or experience provided.
Escalation	Refers to raising a complaint to a higher level of authority or management when it cannot be resolved at the initial level.
Feedback	Information provided by staff, clients, and other stakeholders about their experiences with Zest Food and Feeding's products, services, staff, or operations. It includes both positive and negative responses (e.g., compliments, comments, suggestions, concerns, and complaints) and serves as a basis for improvement.
Incident	An event or occurrence that disrupts normal business operations and may result in negative consequences, including harm, injury, or damage to Zest Food and Feeding, individuals, property, or the environment.
Procedural fairness	Refers to the requirement for fair and unbiased decision-making. It ensures that those affected by decisions have the opportunity to be heard, decision-makers remain impartial, and the process is transparent, reasonable, and timely.
Staff	Employees, independent contractors, subcontractors, apprentices, trainees, students gaining work experience, or volunteers.
Business day	Refers to a standard working day when most Australian businesses are open for operations (e.g., Monday through Friday, excluding weekends and public holidays).

4. POLICY STATEMENT

At Zest Food and Feeding, we:

- Ensure our feedback and complaint process complies with all relevant legislative and regulatory requirements, such as the *NDIS (Complaints Management and Resolution) Rules 2018*, and follows the *Effective Complaint Handling Guidelines for NDIS Providers*.



- Foster a culture where feedback and complaints are seen as essential for improving our business and ensuring client satisfaction.
- Recognise that our services, products, staff, or operations may not always meet expectations, and that mistakes can occur.
- Encourage anyone using our services or affected by our operations to provide feedback or make a complaint.
- Remain open and responsive to both positive and negative feedback, taking all complaints seriously.
- Acknowledge, assess, investigate, and resolve complaints in a fair, efficient, and timely manner, while upholding confidentiality and procedural fairness.
- Aim to resolve complaints to the satisfaction of all involved parties.
- Provide staff, clients, and the general public with access to our *Feedback and Complaint Management Policy and Procedure*.
- Ensure staff are trained in and comply with the *Feedback and Complaint Management Policy and Procedure*.
- Provide clients with clear instructions on how to provide feedback or lodge a complaint, including external avenues if needed.
- Continuously monitor and improve our feedback and complaint management system.
- Commit to consistently improving our products, services, staff performance, and operations.

5. HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

Anyone using our services or affected by our operations has the right to provide feedback or make a complaint.

5.1 Direct contact

We encourage direct communication for feedback and complaints, as this often leads to quicker resolutions. To provide feedback or make a complaint, you can:

- email chelsea@zestfoodandfeeding.com.au
- call 0403 468 395

When making a complaint please provide the following information:

- Complainant details
 - First and last name
 - Email address
 - Contact number
- Complaint details
 - Nature of the complaint (e.g., product, service, staff, operations)
 - Detailed description of the complaint



- Desired resolution and outcomes

5.2 NDIS complaints

As an unregistered NDIS provider, Zest Food and Feeding must deliver safe and quality supports and services to NDIS participants. If you prefer not to contact us directly with your complaint or are unsatisfied with our response, you can contact the National Disability Insurance Agency (NDIA) by:

- Completing an [online complaint form](#)
- Calling 1800 800 110
For TTY, dial 1800 555 677
For the National Relay Service (NRS), dial 1800 555 727
For the Translation and Interpreter Service (TIS), dial 131 450
- Emailing enquiries@ndis.gov.au

6. COMPLAINT MANAGEMENT PROCESS

Zest Food and Feeding follows a clear process to address complaints promptly and effectively. Our complaint management process includes five key steps:

1. Acknowledgement
2. Assessment
3. Investigation
4. Resolution
5. Notification

These steps are detailed below.

6.1 Acknowledgement

Upon receiving a complaint, the business owner will acknowledge it within one business day, either in writing (via email), or verbally (in person or by phone).

6.2 Assessment

The business owner will assess the complaint. If deemed an incident, Zest Food and Feeding's *Incident Management Policy and Procedure* will apply. Assessment will take place within one business day of receiving the complaint.

6.3 Investigation

The business owner will investigate to understand the cause of the complaint and determine an appropriate and proportionate remedy.



6.4 Resolution

We aim to resolve complaints directly with the complainant. When we make a mistake, we will:

- accept responsibility
- consider the complainant’s desired resolution or outcome
- explain what went wrong and why
- take appropriate and proportionate actions to resolve the issue.

6.5 Notification

At each stage, we will keep the complainant informed. Once resolved, we will notify the complainant in writing or verbally, outlining our full response. We aim to resolve complaints within 30 business days of acknowledgement. If more time is needed, we will provide an undated timeline and explanation.

7. UNRESOLVED COMPLAINTS

If a complaint isn't resolved to the complainant's satisfaction, they can escalate the issue to the appropriate external agency.

Agency	Type of Complaint
Australian Competition and Consumer Commission (ACCC)	Complaints regarding unfair trading practices and consumer rights violations.
Australian Human Rights Commission (AHRC)	Complaints regarding discrimination, harassment, and human rights violations.
National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission	Complaints regarding NDIS service providers.
Office of Fair Trading (QLD)	Consumer complaints regarding a businesses, products, and services.
Workplace Health and Safety (QLD)	Complaints regarding workplace health and safety.

8. RECORD KEEPING

Food and Feeding’s business owner will record all feedback and complaints in the *Feedback and Complaint Register*. The *Feedback and Complaint Register* and related documentation (e.g., correspondence, investigation reports) is stored electronically in our document management system, and retained for a minimum of seven years after the feedback or complaint is made.



9. CONFIDENTIALITY

Zest Food and Feeding is committed to maintaining the confidentiality of complaints, ensuring that all shared information remains private and secure. We will discuss complaints only with individuals responsible for resolving the issue. We will disclose complaint details to other parties only with the complainant's prior consent or if required by law.

10. DOCUMENT REVIEW

Zest Food and Feeding will review this document annually or more frequently if necessary.

11. DOCUMENT COMMUNICATION

This document will be communicated in various ways:

- To staff
 - Available on our [website](#)
 - Explained during the induction process
 - “Feedback” is included as a standing agenda item in team meetings
- To clients
 - Available on our [website](#)
 - Described in the service agreement (for NDIS participants)
 - Explained at the start, during, and upon completion of service delivery
- To the general public
 - Available on our [website](#)

12. RELATED DOCUMENTS

- *Feedback and Complaint Register*
- *Incident Management Policy and Procedure*

13. REFERENCES

- [NDIS \(Complaints Management and Resolution\) Rules 2018](#)
- [Effective Complaints Handling Guidelines for NDIS Providers](#)