

## Feedback and Complaints - online

Is this course suitable for you or your organisation?

This course is available:

- for Cerebral Palsy Alliance employees only

### Why choose this course?

This online course is a compulsory induction activity for all client facing roles at Cerebral Palsy Alliance and can be accessed via the Online Learning System. Client facing roles include disability support practitioners and managers in A&R, Lifestyles, Youth, Packforce, all employees in Therapy Services and our Customer Engagement team. Staff who have already completed the face to face Feedback and Complaints course, are not required to complete this training but can do so as a refresher at any time.

### What content does the program cover?

This online course provides learning content on the principles and process for Feedback and Complaints. It provides learners with:

- an understanding of the Feedback and Complaints policy
- knowledge of how to lodge feedback or complaints via the Hub
- key principles in managing and responding to complaints
- understanding that there is legislation and the NDIS commission that regulates funded Disability support providers.

### Course completion requires:

Activities are included throughout the online learning and there is a short quiz at the end

### What is the cost?

There is no cost for this course.

### How long is the course?

**Duration:** 30 minutes approximately

### Where can I get more information?

Contact: The Training Alliance team  
Email: [training@cerebralpalsy.org.au](mailto:training@cerebralpalsy.org.au)  
Phone: +61 2 9975 8715

Please enquire regarding available dates.