



Making a Complaint

We believe a well-handled complaint not only says 'you are valued', but also that your feedback has been taken seriously. We deal with complaints in a way which aims to improve our relationship with you by **EMPOWERING** and **ENABLING** you to **SPEAK**.

When you complain, we will:

1 RECORD THE COMPLAINT

- Your contact details
- Issues raised
- Outcome sought

2 PROMPTLY ACKNOWLEDGE

- Within 1 business day
- Offer assistance to engage an independent advocate or contact external agencies

3 ACCESS AND PRIORITISE

- Treat as an incident and take immediate action if necessary

4 ADDRESS

- Gather information
- Investigate the claims
- Involve you

5 INFORM YOU

- Outcome
- Action taken
- Reasons for decisions and options for review

6 CLOSE

- Record and review
- Implement outcomes

We are committed to resolving complaints at the frontline. However, if you do not feel comfortable raising a complaint directly with us, you can:

- Complain anonymously via our office feedback box, or
- Complain directly to the **NDIS Commission** by calling **1800 035 544**

If you would like to know more, please ask staff for a copy of our **Complaints Management Policy**.