

Complaint Management









This Easy to Read document is a summary of another document



A friend, family member or a support person may be able to help you to read this document.

What will we do?



We make sure our workers are doing a good job.



We help:

- Fix problems
- Our Worker provide better supports and services.

We make sure our workers follow the rules and standards.



We help participants speak up for themselves if they have:

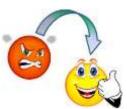
- been hurt
- been treated badly
- not been given what they were promised.



Any personal information people give us will be protected and kept private.

We only share your information if we must:

- tell someone else
- keep you or someone else safe



We handle the complaints made regarding our services and workers.

We treat everyone fairly – we do not take sides.

How do you make a complaint?



It is always ok to speak up.

You can talk to us when something goes wrong with your supports or services.



We call this a complaint.

Complaints help us learn how to:

- Have a better service support
- Have a safer environment for our participants and workers



You can complain about the services and supports when:

- something has gone wrong
- something is not working well
- something has not been done in a right way
- something makes you unhappy
- you have been treated badly.

What do we do about complaints?



We:

- listen to complaints
- help people fix it

We handle complaints in a way that:

- helps participant gets what they want and need
- has good results
- is clear, simple and done the same way each
- helps everyone know what they need to do
- helps make NDIS supports and services better
- suits the problem.

How do you make a complaint to us?



• You can call us between 9am and 5pm, Monday to Friday.



You can email us

Or

• Complete Form02.Complaint Report Form



You can tell us if you are not happy with:

- the way we handled your complaint
- our decision.

We will:

- look at our decision
- think about whether we should change it.



In case, we could not satisfy you, you can make a complaint or feedback directly to NDIS Commission.

Any complaints can be made directly to NDIS Commission.



A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- <u>National Relay Service</u> and ask for 1800 035544.
- Completing a <u>complaint contact form.</u>