



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?

BEST

	We help: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• been hurt• been treated badly• not been given what they were promised.

	<p>Any personal information people give us will be protected and kept private.</p> <p>We only share your information if we must:</p> <ul style="list-style-type: none"> • tell someone else • keep you or someone else safe
	<p>We handle the complaints made regarding our services and workers.</p> <p>We treat everyone fairly – we do not take sides.</p>
<h2 style="background-color: red; color: white; padding: 5px;">How do you make a complaint?</h2>	
	<p>It is always ok to speak up.</p> <p>You can talk to us when something goes wrong with your supports or services.</p>
	<p>We call this a complaint.</p> <p>Complaints help us learn how to:</p> <ul style="list-style-type: none"> • Have a better service support • Have a safer environment for our participants and workers
	<p>You can complain about the services and supports when:</p> <ul style="list-style-type: none"> • 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 time
- 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
 - Complete Form02.Complaint Report Form
- OR
- Visit our website and complete the form <https://app.smartsheet.eu/b/form/f702e79e17494638bbb706b8b04691ff>



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.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.