



COMPLAINTS PROCEDURE

1. If you have a complaint or concern please call us on 0409 485 004, or speak to us as soon as possible so we can help. You may like to have someone else call or speak to us which is ok.



2. Hopefully your, issue, complaint, or concern can be solved or acted on simply by talking to us.



3. Your concern, issue, or complaint will be recorded and someone will call or speak to you about it within 3 days.



Hopefully the concern or complaint has or is being resolved and/or an explanation of the actions we have taken to resolve the issue will be given.



4. If you are unhappy with the outcome you can contact other people such as an advocate, the NDIS, your case plan manager, or family, and they will help you further.



Remember we pride ourselves on our programs so your input is important. We try to resolve any possible issues as quickly as we can. Often talking is the best method of clearing up any concerns, so it's important that you feel comfortable in speaking to us about them, as it helps everyone.

