



Manage Complaint Process

Before submitting a complaint, we encourage the participant or representative to talk to the person they have a concern with. If this does not help to fix the problem, we suggest a complaint is submitted.

If we become aware someone wants to make a complaint, we:

- ensure appropriate support and assistance is provided to anyone who wants to make a complaint.
- ensure that the complainant or participant affected by the complaint know they can take their complaint, to the commissioner if they wish.

Participants, their family/guardian or advocate, can make a complaint via the complaint form on our website or via telephone.

What are the next steps after I make a complaint via telephone?

- Our team will work to respond to complaints received by telephone as quickly as possible. This is subject to the details of the complaint; the complaint may require referral to a senior team member, or we may need to gather additional information. We will take down your details and arrange a suitable time to either call you back or email you with the resolution.



What if I want to provide feedback or make a complaint via email?

- Feedback or a complaint can be made on our website on the Contact Us page. Please fill out the relevant sections on the form and click submit.
- Once you have submitted your online complaint form, one of our team members will acknowledge the complaint within two business days.
- After we have acknowledged your complaint, it will be assessed within 10 business days. (Subject to severity of the complaint)
- If any possible delays are expected, we will let you know.
- After assessing the complaint, a team member will get in contact with you via telephone or in writing to advise of the outcome.

If a participant wants advice or support to make a complaint, we will suggest they contact an external advocate or the NDIS Complaints Commissioner.

Participants, their family/guardian or advocate, are able to make complaints directly to the commissioner about a provider's service or conduct. If you make a complaint to the commissioner about our conduct or services, we are prepared to:

- work with the commissioner by providing information, advice and assistance.
- where possible and appropriate, work towards a mutually agreeable solution with the participant affected by the issue.



External Advocates:

NDIS Quality and Safeguards Commission

1800 035 544

<https://www.ndiscommission.gov.au/>

Health and Disability Services Complaints Office

(08) 6551 7600 or 1800 813 583 (free from Landlines)

www.hadsco.wa.gov.au

Disability Advocacy Finder

dss.gov.au

www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/