

Complaints Information Statement



● Making a complaint

We are committed to providing high quality supports to those in need, but sometime we get it wrong. You can let us know where we have made a mistake by making a complaint.

We take all complaints very seriously and welcome them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint, and what to expect when you make a complaint.

● What can I make a complaint about?

You have the right to complain to us, or to the NDIS Quality & Safeguards Commission regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

If you have concerns about the conduct of one of our support workers, you may also lodge a complaint to us or to the Victorian Disability Worker Commission (VDWC).

● Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the NDIS Quality & Safeguards Commission if you are not satisfied with the way we respond to a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

● How to make a complaint

You can submit a complaint by:

- speaking with the staff member you are dealing with; or
- contacting your nominated contact person by phone or email; or
- asking to speak to a more senior Manager; or
- completing a Feedback and Complaints Form and sending it to feedback@thesupportpeople.com. These are located at on our website www.thesupportpeople.com or from our office reception desk. They can also be requested from your nominated contact person.

You may send your feedback anonymously; however, it does assist us to have your name and contact details in order to ask for more information if needed.

● Our complaints procedure

- If you have lodged a formal complaint, you will receive an acknowledgement of the complaint within 24 hours, which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will investigate the circumstances surrounding your complaint. This may include discussing the matter with you or your family/advocate/legal representative.
- You will receive information on the outcomes of your complaint and be given the chance to ask for an appeal/review.
- If you are not satisfied with our resolution of your complaint, you may then contact the NDIS Quality and Safeguards Commission on 1800 035 544 or by completing a complaint form on their website <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints> or if there is an issue with the conduct of one of our workers, you may also lodge a complaint with the Victorian Disability Worker Commission (VDWC) via the complaint form on their website www.vdwc.vic.gov.au
- We will use your complaint to review our systems, policies and procedures to improve our services.

● Our obligations

For all complaints made to us we will:

- Treat all complaints with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 14 days.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot, however, others may require an investigation which can take time.

We will endeavour to resolve complaints as soon as we can, and keep you informed of the process.



1300 94 67 37 | 03 5331 6634

www.thesupportpeople.com

24 Skipton St, Ballarat, VIC 3350