

Complaints and Feedback

This document tells you about how to make a complaint or give feedback.

We want you to give us feedback or make a complaint if you are unhappy.

It is okay to complain if you are not happy. Tell us when you are upset about:

- The supports you received
- Your support workers
- Our organisation.

If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- Mum or dad
- Brother or sister
- Support worker.

Ask them to help you make a complaint.

Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.

How do you make a complaint or give feedback?



We can help you **find an advocate** if you want.

Ask our **Practice Manager**.

Call them on **03 9851 8200**

 **You can talk to:**

- Your **support worker**
- Our **Complaints Manager**
- **The Manager.**

Complaints and Feedback

 **You can call or email our Complaints Manager directly:**

- Call: **03 9851 8200**
- Email: **info@brainbuddycare.com.au**



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager: **info@brainbuddycare.com.au**

Ask the Complaints Manager or your support worker for a copy of the form.

You can fill in the **participant survey** we send to you every year.



You can make a complaint at any time directly to the NDIS Commission:

- Call: **1800 03 55 44**
- Or go to their website: **www.ndiscommission.gov.au**

You can make a complaint and **remain anonymous**. Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.

Remember, if you complain anonymously we **cannot provide you with a response**, because we will not know who you are.

Complaints and Feedback

We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports better for you!

How do we manage your complaint or feedback?

Our Complaints Manager will:

- **Talk** with you about your problem
- **Write down** everything you say
- **Plan** to fix your problem.

Our Complaints Manager will:

- Try to **fix your problem**
- **Contact you regularly** to tell you how the problem is being fixed.

To keep you safe, if your complaint or feedback involves someone being put **in serious danger or being hurt** we will tell the **police** and the **NDIS**.

We **keep** everything you tell us **private**.



If **you are unhappy** with the way we handled your feedback or complaint, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**



You can contact us on:

03 9851 8200

info@brainbuddycare.com.au