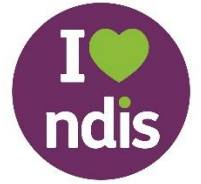
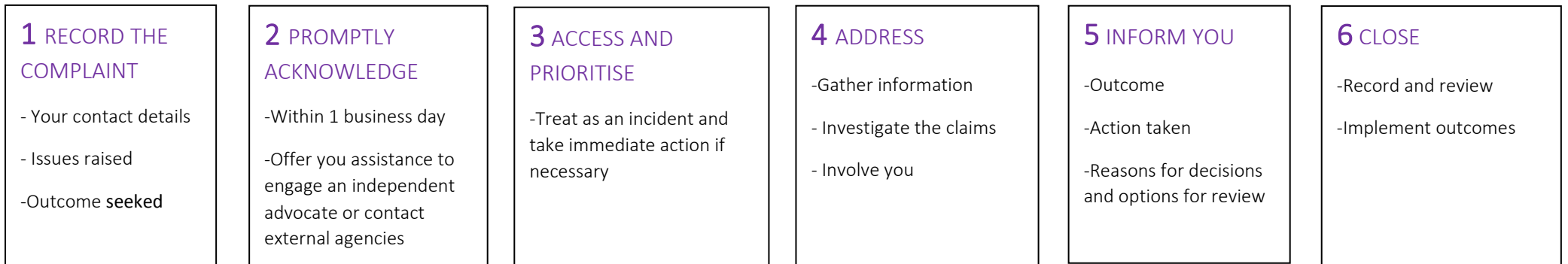


Making a Complaint



We believe a well-handled complaint not only says ‘you are valued’, but also that your feedback has been taken seriously. We deal with complaints in a way which aims to improve our relationship with you by **EMPOWERING** and **ENABLING** you to **SPEAK**

When you complain, we will:



We are committed to resolving complaints at the frontline. However, if you do not feel comfortable raising a complaint directly with us, you can:

- Complain anonymously via our office feedback box, or
- Complain directly to the **NDIS Commission** by calling **1800 035 544**

If you would like to know more, please ask staff for a copy of our ***Complaints Management Policy***.