Complaints Process

Who?
You or someone on your behalf

How?
Phone, email, website or tell a staff member

What will we do?
If we can we will deal with it straight away

Resolved

Investigator keeps you informed and tells you the result

Satisfied

No

A staff member investigates. Try to resolve issue in 2 weeks

Resolved

Supervisor refers you to another agency who will investigate.

For NDIS clients this agency is NSW Quality and Safeguards Commission

Ph: 1800 800 110
TTY: 133 677

All other programs
NSW Ombudsman
www.ombo.nsw.gov.au
Ph: 1800 451 524
TIS: 131 450

Who?
You or someone on your behalf

How?
Phone, email, website or tell a staff member

What will we do?
If we can we will deal with it straight away

Yes

Resolved

Satisfied

No

Supervisor and CEO informed—Supervisor investigates

Investigator keeps you informed and tells you the result

Satisfied

Yes

Resolved

Yes

No

No

Yes

Satisfied

No