



SERVICE USER FEEDBACK AND COMPLAINTS FLOW CHART

If you have any suggestions/concerns

1. If a service user or other stakeholder has any feedback or complaints with any aspect of the service, they are encouraged to speak immediately with the support worker directly engaged with their service provision. However, if the support worker is unable to assist;



2. The matter may be raised with the Support Manager (38813310). This person will respond to your request within 5 working day. In the event that the support manger is unable to address the matter appropriately.



3. The matter may be raised by either party to the Chief Executive Officer (38813310). This person will respond to your request within 10 working days.



4. In the instance of a grievance, significant concern for welfare or quality of service where the matter cannot be resolved within the organization. Either party may raise the matter with the NDIS Quality and Safeguards Commission and lodge a complaint by calling 1800035544.



5. The matter maybe raised by either party to the President of the board (38813310) or by writing to The President Po Box 2107 Strathpine Centre 4500.