**National Disability Services**

**Risk Incidents and Complaints Management**

How we investigate incidents

Document in English language

# Instructions:

# This infographic shows messages to give participants about your approach to investigations. It can be used as a conversation guide with participants involved in an incident or complaint requiring investigation. It can also be included in your welcome pack.

1. **Once we hear about an incident**, we always try to find out what impact it had on people involved and what caused it to happen to stop it from happening again.
2. **If you are affected by an incident**, we will speak with you soon after, during and at the end of the investigation to get your views about your experience and your concerns.
3. **We will find an independent person to support you** if you wish or you can choose someone.
4. **We keep your** information about you private.
5. **We will establish what caused the incident** and learn from mistakes we have made to improve our service.
6. **We will let you know what happens** to make improvements at the end of the investigation.

Decorative images omitted.

End of document.