

# Risk Incidents and Complaints Management



## It is OK to complain

### Instructions:



How you respond to a complaint can be just as important as whether the complaint is resolved. There is no definitive way to do this, but the complainants need to know that you take feedback seriously and are prepared to acknowledge mistakes when they do happen. Even if you cannot fully resolve a complaint, it is critical that the person who made it feels that they have been listened to; that their opinion was valued and that you did everything you could to address their concerns. It shows you are serious about letting participants know you are committed to providing support in a safe manner with care and skill.

This infographic shows good messages to give participants about your approach to complaints.

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## About complaints...

A complaint is telling someone that you are not happy with something about the supports you receive

We will take you seriously and respect your privacy when you make a complaint

Anyone can make a complaint about our services

We will involve you in the investigation of your complaint and seek your advice on how we should change to avoid the same thing happening again



You can also complain to the NDIS Commission - on 1800 035 544 or use TTY on 133 677 or [National Relay Service](#) and ask for 1800 035 544 or use an interpreter.

# What to do when you want to make a complaint



Choose a person you trust to talk to. It could be a staff member.



We will talk to you about the complaint. We will ask what made you unhappy, what you want to happen next and what we can do to help fix the problem.



We will involve you in the investigation and find out what caused the problem. We will seek your advice on how we should change to avoid the same thing happening again.



Sometimes we have a meeting with you. You can have family, an advocate or anyone you need for support to come to the meeting.



We let you know what we have done to fix the problem, how we came to that decision and what you can do if you are still unhappy.



We will apologise if we have done the wrong thing.