

COMPLAINTS AND FEEDBACK

Your compliments, feedback and complaints help us to improve the services we provide.

WHAT TYPE OF FEEDBACK CAN YOU PROVIDE?

We welcome all types of feedback and we want you to feel safe to tell us what you think.

Feedback:

Feedback is when you tell us how you feel or what you think, positive or negative in relation to Westholme Support Coordination services or staff.

Suggestion:

A Suggestion is letting us know of your idea, perhaps something you would like to see happen or change within your services.

Complaint:

A complaint is when you are not happy about the services provided by Westholme Support Coordination and you would like to let us know in order to work to a resolution.

Compliment:

A compliment is when you tell us about something to do with Westholme Support Coordination services or staff that you thought was done well, or you would like to give praise or thanks about.

COMPLAINTS AND FEEDBACK

MAKING A COMPLAINT AND PROVIDING FEEDBACK



If you feel comfortable, a great place to start is speaking to the staff member you have been dealing with. They will accept your feedback and work to resolve your complaint on the spot.



Call us on: 0432 213 675



Email your feedback and or complaint to:
feedback@westholmesupport.com.au

HOW WE HANDLE COMPLAINTS AND FEEDBACK

- Receive Feedback/Complaint
- Acknowledge and record information within 2 business days.
- Escalation to Business Owner for investigation.
- Business Owner communicates proposed resolution to participant.
- Business Owner implements agreed actions, keeping the complainant informed.
- Actions are monitored by the Business Owner until the complaint is resolved.
- Outcomes are documented from a learning perspective.

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WHAT IF YOU ARE NOT SATISFIED?

If you are not satisfied with how your complaint was managed, you are encouraged to seek assistance from the NDIS Quality and Safeguards Commission.

Participants can complain directly to the NDIS Quality and Safeguards Commission.

Participants can contact the Commission:



Via phone 1800 035 544



Via the complaint contact form:
www.ndiscommission.gov.au