

Alison Marriott, Speech Pathologist

Complaints Management Policy

How to make a Complaint about your NDIS Service Provider

If you are dissatisfied with a service or are concerned about any aspect of care, I encourage you to let me know as soon as practicable so I can address it. If addressing it verbally with Alison Marriott is not successful or not something you feel comfortable with, then please write your concerns or complete a complaint form try email: alison@marriott.net.au or mail: Alison Marriott at P.O. Box 670 Montacute S.A. 5134.

Wherever possible my aim is to resolve your concerns or problem when you first contact me.

I will complete the following steps in regards to our complaints process:

- 1) Provide you with an acknowledgement of receipt of your complaint;
- 2) Keep you informed of the progress of the complaint, including any action taken, the reason for any decisions made and options for review of decisions;
- 3) Keep you involved in the resolution of the complaint.
- 4) Advise you in writing of the decision/outcome and the reason for the decision.

If we are not able to resolve your complaint within 10 working days, we will keep you informed of my progress and how long we expect that it will take to resolve your complaint.

If I am not able to resolve your complaint within **10 working days**, I will keep you informed of my progress and provide you with some timeline to resolve your complaint.

What to do if you are not satisfied with the outcome of your complaint

If you feel that your complaint has not been resolved to your satisfaction, I invite you to contact the Commissioner of the NDIS Quality and Safeguards Commission.

NDIS Clients: Ph:1800 035 544 or by email on the NDIS Quality and Safeguards Commission website www.ndiscommission.gov.au

A person can make a complaint to the Commission about any issue connected with the support or services provided by an NDIS Provider. Complaints can be made orally, in writing, or by any other appropriate means and can be made anonymously. A complaint can be withdrawn at any time.

If a person makes a complaint, the Commissioner must decide what to do. The Commissioner may decide to;

- Take no action, or defer taking action in some case (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process.