

## HOW WE DEAL WITH A COMPLAINT

We will contact you within 5 days of receiving your complaint. The investigation of your complaint may take some time but we will endeavour to have it resolved within 25 days and we will keep you informed of the progress of your complaint. Once our investigation is complete you will be contacted about our findings and you will have the opportunity to comment and provide feedback.

### Important things to remember

- It's okay to make a complaint. We view all feedback, including complaints, as a positive opportunity to improve the quality of our services and the way we do things.
- We will deal with your complaint in an ethical, timely and transparent way.
- There will be no repercussions as a result of making a complaint. You will not be disadvantaged, treated any differently or lose access to the services we provide you.
- All complaints are treated confidentially. Only the people who need to help find a resolution will be involved.
- If you are not happy with the way we handled your complaint, or you wish to appeal the outcome of your complaint, you can ask for the decision to be reviewed by our Executive Officer. You are also able to contact any of the agency at the back of this brochure.

If you wish to make a complaint about our NDIS services you can contact the NDIS directly on :

1800 800 110

Or you can visit the NDIS website and complete the online complaints form:

[www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form](http://www.ndis.gov.au/about/contact-us/feedback-complaints/complaint-form).

You can also contact the following organisations:

Australian Human Rights Commission  
Complaints Infoline: 1300 656 419  
TTY: 1800 620 241  
Email: [complaints@humanrights.gov.au](mailto:complaints@humanrights.gov.au)  
Web: [www.humanrights.gov.au](http://www.humanrights.gov.au)

Anti-Discrimination Board (NSW)  
Phone: (02) 9268 5544  
Email: [complaintsadb@agd.nsw.gov.au](mailto:complaintsadb@agd.nsw.gov.au)  
Web: [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)

Department of Family and Community Services  
Phone: (02) 9377 6000  
TTY: 133 677  
Email: [servicembx@facs.nsw.gov.au](mailto:servicembx@facs.nsw.gov.au)  
Web: [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

Ombudsman Office (NSW)  
Phone: (02) 9286 1000  
Toll Free: 1800 451 524  
TTY: 133 677  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

# Making a Complaint



**MAKING A COMPLAINT**

MDSI is committed to providing the best possible service but we know things don't always go the way they should. When this happens we want you to tell us. In this brochure you will find information about how to make a complaint, including what you can do if you are not satisfied with the way we handle your complaint.

You can make a complaint yourself or your partner, family member, friend, carer or anyone else you chose can make and manage a complaint on your behalf.

Anyone can make a complaint at any time, even if you are no longer an MDSI participant.

If you require an interpreter to lodge a complaint, please contact the Translating and Interpreting Service (TIS National) on 1800 131 450

**HOW TO MAKE A COMPLAINT**

There are several different ways you can make a complaint. You can:

- Contact us in person at Level 3, 171 - 179 Queen Street, Campbelltown
- Call us on (02) 4627 1188
- Visit our website ([www.mdsi.org.au](http://www.mdsi.org.au)) and complete the online feedback form
- Complete the form in this brochure
- Send us a letter to P O Box 525, Campbelltown, NSW, 2560
- Send us an email at [info@mdsi.org.au](mailto:info@mdsi.org.au)
- Send us a fax on (02) 4628 6068

Note - The translate button on our website will change language to your preferred one. You can also submit all written complaints in your preferred language.

# COMPLAINT FORM

Date of complaint ..... Preferred method of contact (circle one): Email Phone Mail None

Surname ..... Given Name/s .....

Address .....

Contact Number ..... Email .....

If you wish to nominate an alternative contact person please provide:

Name ..... Phone Number .....

Mobile Number ..... Email Address .....

Detail of complaint (please provide as much detail as possible and attach additional pages if necessary)

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If you have any suggestions for improvement of the MDSI complaint process, please feel free to include your ideas here

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What would you like to happen, or what do you think should have happened?

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Print name ..... Signature ..... Date .....