

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. You are also able to contact any of the agency at the back of this brochure.



If you wish to make a complaint about your NDIS plans or the NDIA call:

1800 800 110

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

<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>

You can also contact the following organisations:

NDIS Quality and Safeguards Commission
Phone: 1800 035 544
TTY: 133 677
Web: www.ndiscommission.gov.au

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

Australian Human Rights Commission
Phone: 1300 656 419
TTY: 1800 620 241
Email: complaints@humanrights.gov.au
Web: www.humanrights.gov.au

Commonwealth Ombudsman
Phone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Web: www.ombudsman.gov.au

National Disability Insurance Agency
Phone: 1800 800 110
Email: feedback@ndis.gov.au
Web: www.ndis.gov.au

MAKING A COMPLAINT



FOCUS
connect

Level 3, Campbelltown City Centre Building
171 - 179 Queen Street (PO Box 525), Campbelltown

P. (02) 4627 1188

E. info@focusconnect.org.au

W. www.focusconnect.org.au

MAKING A COMPLAINT

Focus Connect 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 a Focus Connect 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.focusconnect.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@focusconnect.org.au

Note - The translate button on our website will change the 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)

.....

.....

.....

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

.....

.....

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

.....

.....

Print name Signature Date