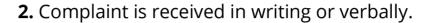
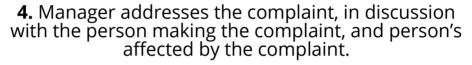


Complaints and Disputes Process

1. All people are informed of their right to complain.









Complaint is resolved within 28 days.
Complainant is notified of outcome.



5. Complaint not resolved referred to the Executive Manager Community Care



6. Executive Manager Community Care to hold a meeting with all parties involved in complaint or dispute.



7. Complaint not resolved – Executive Manager Community Care to offer referral to an appropriate external mediation body for resolution.

*Reportable or Serious Complaints will go directly to step 5

All employees are Mandatory Reporters. This means we are required by law to make a report to FACS, NDIS Quality and Safeguarding Commission or the Police when we have concerns about the safety or wellbeing of others.





Complaints and Disputes Process

HOW TO MAKE A COMPLAINT

We value your feedback. If you are unhappy with the service, you receive we would like to know.

You can complete a feedback form or ask for a staff member to complete it with you.

You do not need to leave your name when making a complaint, however if you chose to do so,

please be assured that everything you say will be treated CONFIDENTIALLY in accordance with relevant legislation.

All employees are Mandatory Reporters. This means we are required by law to make a report to FACS, NDIS Quality and Safeguarding Commission or the Police when we have concerns about the safety or wellbeing of others.

You can make a complaint in any of the following ways:

IN WRITING

PO Box 104, Port Macquarie, NSW, 2444

IN PERSON

10-12 Short Street, Port Macquarie, NSW, 2444 150 Hay Street Port Macquarie, NSW, 2444

TELEPHONE

(02) 6581 6800

EMAIL

reception.communityservices@stagnesparish.org.au

WEBSITE

https://sacal.org.au/contact-us

WITH YOUR SUPPORT WORKER

Talk to your support worker or another staff member

ANONYMOUSLY

You may wish to leave your form in the box provided in the box provided at Reception

EXTERNAL MEDIATION SERVICES

If you are not happy with the way your complaint has been handled, you may wish to contact an External Mediation Service.

Complaints Resolution and Referral Service (CRRS)

Free call: 1800 880 052 TIS: 131450 TTY: 1800301130 NRS 180055567 FAX: (02) 84 127 19 9

Web: www.crrs.net.au
Email: crrs@workfocus.com

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

TTY: 133 677 (Interpreters can be arranged)

National Relay Service:

https://relayservice.gov.au/contact/

Web: www.ndiscommision.gov.au

