

Feedback & Complaints Process

If you make a complaint about any aspect of our services, we will do our best to resolve your complaint as quickly as possible.

In accordance to our Feedback and Complaints Policy, we will abide by the following principles:

1

Transparency: We will make it simple and clear to raise a complaint. We will make sure our complaint and feedback system is accessible to all customers, families, and stakeholders.

2

Responsiveness: We will take every complaint or piece of feedback we receive seriously, we will raise it with the appropriate individual/s, and we will keep you updated throughout the process.

3

Respect: We will respond to each complaint with understanding, empathy and respect.

4

Person-Centred: Like all of our organisational activities, we will take a person-centred approach to our feedback and complaints process.

After a complaint has been received, we aim to:

Acknowledge your complaint within two business days.



Contact you as soon as possible.



Resolve your complaint within 14 days.



Some complaints can be resolved sooner than 14 days. If we need more information, we may contact you. If your complaint is more complex, it may take longer to resolve. We will let you know if this is the case.

We may need to contact you to confirm your identity if we need to access and discuss your personal information. If you are making a complaint on behalf of someone else, we may contact you to ensure you are authorised by that person to speak on their behalf.

For more information, we have a Complaints and Suggestions brochure you can download on the Access4u website at access4u.org.au.

Feedback & Complaints Process

There are 7 ways to make a complaint.

1

Phone the Complaints Manager (Joe Gannon) at 1800 022 237.

2

Complete our anonymous survey.



3

Send email directly to feedback@access4u.org.au.

4

Complete a Complaints and Feedback Form (available at reception)

5

Inform Access4u staff member and/or supervisor.

6

Contact the CEO (cathy.miller@access4u.org.au).

7

Contact the NDIS (1800 035 544).