



Tell Us What You Think!

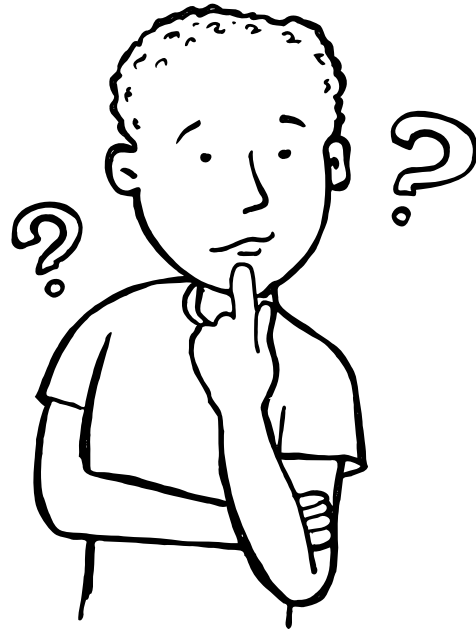


Access4u is committed to providing high quality services to those in need, but sometimes we get it wrong. We encourage you to discuss complaints and service improvements, so staff can fix issues and improve service delivery.

This document will inform you of how you can make a complaint or suggestion, and what to expect.

Types of issues may include:

- support services provided
- privacy/confidentiality
- the environment
- repairs and maintenance
- personal belongings
- finances
- abuse/antisocial behaviour
- staff issues
- family issues
- community access issues.



How do I make a complaint or suggestion?



Call 1800 022 237



Email a Complaints and Feedback Submission Form to feedback@access4u.org.au or head to our website: access4u.org.au/about/feedback





Our Complaints Procedure:

We will acknowledge your complaint within 2 business days.



We will contact you as soon as possible.



We will aim to resolve your complaint within 14 days.



We will:

Treat all complaints with dignity and respect.

Maintain records regarding your complaint.

Respond to each complaint with understanding, empathy and respect.

Keep you informed of developments regarding your complaint.

Report any breaches of legislation to relevant authority.

Take a person-centred approach to our feedback and complaints process.

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.



Alternatively, you can call the Health and Community Services Complaints Commissioner (HCSCC). They are independent, impartial and confidential.

(08) 8226 8666 | www.hcsc.sa.gov.au



What if I'm still unhappy?

If complaints are not resolved in a timely manner, or you are not happy with the outcome, the NDIS Quality and Safeguards Commission (NDIS Commission) can help.



Visit the NDIS webpage at www.ndis.gov.au

