



## Tell Us What You Think!

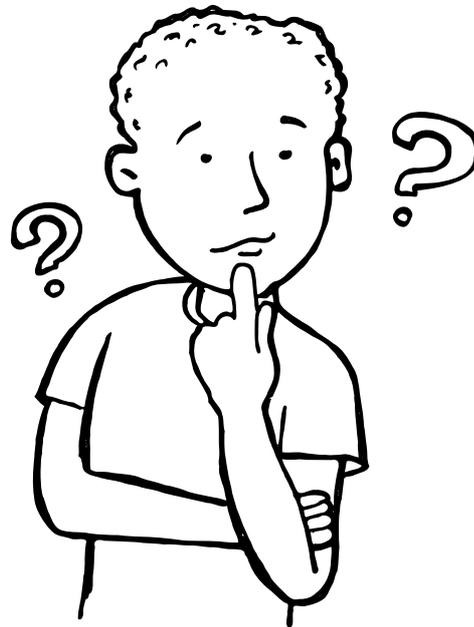


Access4u is committed to providing high quality services to those in need, but sometimes we get it wrong. We encourage you to discuss complaints and service improvements, so staff can fix issues and improve service delivery.

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
- tenancy management/rent
- 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



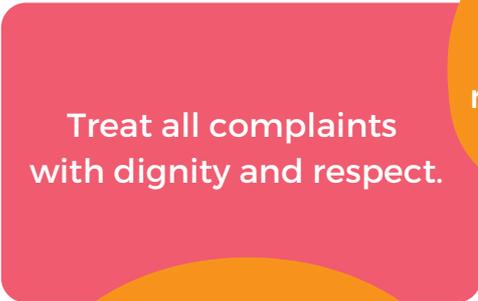
Email a Complaints Submission Form to [cathy.miller@access4u.org.au](mailto:cathy.miller@access4u.org.au)



## Our Complaints Procedure:

- The CEO or Senior Manager will discuss with you (or your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgment of the complaint which will include the timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to the NDIS Quality and Safeguarding Commission.

## We will:



Treat all complaints with dignity and respect.



Maintain records regarding your complaint.



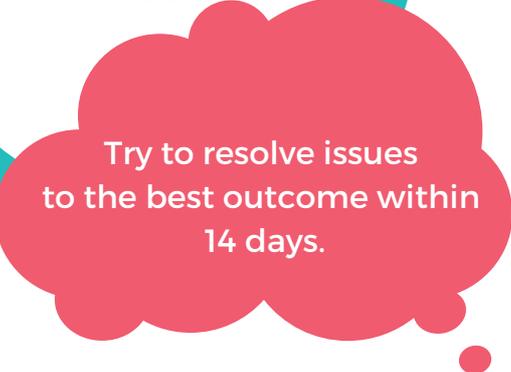
Provide support to access translation, advocacy, and other support services where appropriate.



Keep you informed of developments regarding your complaint.



Report any breaches of legislation to relevant authority.



Try to resolve issues to the best outcome within 14 days.

*Some complaints may be resolved on the spot. However, others may require an investigation which can take time. Access4u will endeavor to resolve complaints as soon as we can, and will keep you informed of the process.*



### 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](http://www.ndis.gov.au)



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](http://www.hcsc.sa.gov.au)**

