

MAKING A COMPLAINT

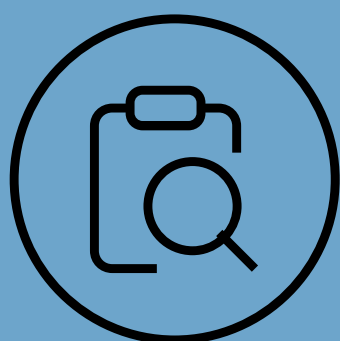
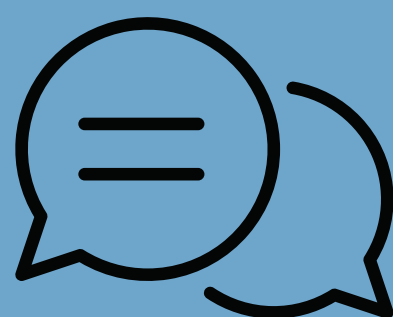


1) TALK ABOUT IT

Choose a person you trust to talk to about making your complaint. This could be a family member, your support coordinator or an ACS staff member. You will have our contact details. They can be found on our website www.appliedcommunicationskills.com.au

2) DISCUSSING YOUR COMPLAINT

We will discuss your complaint with you. This might include asking you what made you unhappy. We might also ask you what you would like us to do to fix the problem.

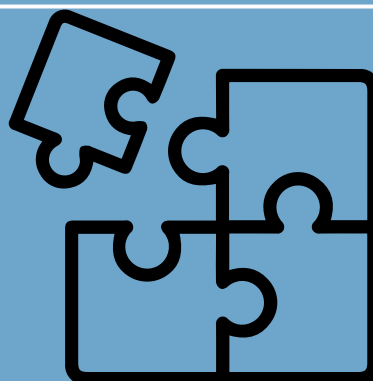


3) THE INVESTIGATION

We will involve you our investigation of the issue to find out what caused the problem. We will ask you for your thoughts on how we could improve in the future.

4) THE SOLUTION

We will let you know what we have done to fix the problem. We will let you know your process and what you can do if you are unhappy with the resolution.



SORRY

5) APOLOGISING

We will apologise if we have done the wrong thing.

REPORTING INCIDENTS

As an NDIS provider, ACS is obliged to investigate reported incidents and inform the NDIS commission or external authorities of concerns



WHO?

WHO CAN I TALK TO AT ACS?

Please do not hesitate to contact your therapist. You are also welcome to contact our admin team on 0401821749 or our Principal Speech Pathologist at jan@appliedcommunicationskills.com.au.

WHO ELSE CAN I TALK TO?

If your concern is not resolved, you may also contact the NDIS Quality and Safety Commission on 1800 035 544.

