

If you have a concern about your current supports or services by Scarlet Row, it's important to talk about it. Your family or friends can talk to us on your behalf.

We will need to know who is involved, what you are not happy about, what you want to happen, and some information about you. With this information, we will work with you to resolve your complaint. You can choose to remain anonymous, use this form but do not providing personal details, however if you would like a resolution, we will need some details of a contact we can liaise with in order to resolve the issue at hand.

Client/Contact Name:	Click or tap here to enter text.
Contact Number:	Click or tap here to enter text.
Email address:	Click or tap here to enter text.
I am a:	☐ Current client ☐ Past client ☐ person with a disability ☐ Family member or a friend ☐ Disability Provider ☐ Disability Worker ☐ Advocate ☐ Carer ☐ Other: Click or tap here to enter text.
Are you making this complaint on behalf of a person with disability?	☐ Yes ☐ No If yes, Your Name: Click or tap here to enter text. Contact number: Click or tap here to enter text. Email Address: Click or tap here to enter text.
Summary of your Complaint:	Click or tap here to enter text.
Has this matter been brought to our attention previously:	☐ Yes ☐ No If Yes: To whom Click or tap here to enter text. and when Click or tap here to enter text.
Remedy Requested	☐ Yes ☐ No, I just want to supply feedback
Summary of Proposed Remedy	

We will advise you of the outcome of your complaint with 10 working days.

Please send this completed form to Nicolas Rounsefell (Director), by emailing admin@scarletrow.com.au

For further information, please see following page for “how to make a complaint about your NDIS service provider”

How to make a Complaint about your NDIS Service Provider

A complaint is an expression of dissatisfaction with the support or service provided. This may include how we handle the complaint. If you have a concern or problem with a support or service provided by us the first thing you should do is talk to Nicolas Rounsefell (Director).

A Client can raise a complaint to the business by one of the following ways:

- Reporting it directly to a staff member.
- Completing a feedback form on our website.
- Writing to us, 194 Varsity Pde, Varsity Lakes, QLD 4218
- Telephone – 1300 393 414
- Emailing admin@scarletrow.com.au

All complaints can remain anonymous, where the client wishes.

Wherever possible our aim is to resolve your concerns or problem when you first contact us.

If you are not satisfied and would like to make a complaint, Nicolas Rounsefell will provide and can assist you to complete a Complaint Form (available on our website on our policies page. This is merely so that we can ensure we understand and have accurately collected all of the details of your complaint or your area of concern.

We will complete the following steps in regards to our complaints process:

- Provide you with an acknowledge of receipt of your complaint;
- Keep you informed of the progress of the complaint, including any action taken, the reason for any decisions made and options for review of decisions;
- Keep you involved in the resolution of the complaint.
- Advise you in writing of the decision/outcome and the reason for the decision.

If we are not able to resolve your complaint within 10 working days, we will keep you informed of our progress and how long we expect that it will take to resolve your complaint.

What to do if you are not satisfied with the outcome of your complaint

If you feel that your complaint has not been resolved to your satisfaction, we invite you to contact the Commissioner of the NDIS Quality and Safeguards Commission.

Address: NDIS Quality and Safeguards Commission PO Box
210
Penrith NSW 2750

Phone: 1800 035 544

Web link: [complaint contact form](#).

A person can make a complaint to the Commission about any issue connected with the support or services provided by an NDIS Provider. Complaints can be made orally, in writing, or by any other appropriate means and can be made anonymously. A complaint can be withdrawn at any time.

If a person makes a complaint, the Commissioner must decide what to do. The Commissioner may decide to;

- Take no action, or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process.