

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 complaints and 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, the same form is used and the personal details are not added.

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 A complaint can be withdrawn at any time.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.

For more information on how we manage complaints and feedback, please refer to our “Complaints Management and Resolution” document available on our website or by request.