Living-iQ Feedback and Complaints Flowchart

Feedback and complaints can be given via:
- Speaking to staff
- Email, mail, phone
- Feedback & Complaints Form
- Team meetings
- Participant satisfaction surveys
- Living-iQ website

FEEDBACK OR COMPLAINT

FEEDBACK PATH

Staff record feedback

COMPLAINT PATH

Lodgement

Resolved

Not resolved- Formal Complaint to be made

Feedback added to Complaints Register

Report to Director

Director to acknowledge complaint within two working days

Director reviews quarterly

Communicate resolution within five working days

Investigate and resolve

Ongoing Monitoring

External Complaint Options:
- NDIS Quality and Safeguards Commission
- Human Rights Commission
- Consumer Protection Bodies (ACCC, AHPRA, etc.)