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# Client Complaints Policy

**How do I make a complaint about your or another’s NDIS-funded service?**

We encourage you to try to talk directly with us first to resolve any complaint you may have on the services you’ve received. If you do not feel comfortable speaking to us or are not satisfied with the result of your complaint, please contact the **NDIS Quality & Safeguards Commission** (QSC) on **1 800 035 544** or if your complaint is related to NDIS fraud, call the **NDIS Fraud Division** on **1 800 650 717**. Complaint services are free. In addition, the NDIS QSC is completely independent of the NDIS and confidential, if needed. At STAPELL, we promise to listen respectfully to your situation in full and discuss possible steps, acceptable to you, as options moving forward. In resolving an issue, we may request information to clarify the issues, help all parties to communicate more effectively, and advise you about contacting the NDIS QSC. An issue may be referred to formal conciliation or investigation. Conciliation helps all parties to understand the issues better and to reach an agreement on how an issue can be resolved with the help of a trained third party. An investigation may be conducted if serious compliance issues or risks to people with a disability are raised in the complaint.

# What is the NDIS Quality and Safeguards Commission?

The NDIS QSC is an independent government body that works to improve the quality and safety of NDIS funded services and supports. If you need to speak further about your NDIS funded service – speak to QSC. Raising a complaint with the QSC can also lead to better services for everyone.

# What complaints can I raise with STAPELL or NDIS?

You can raise concerns about the quality and safety of the supports and services that you are receiving to the either STAPELL or the QSC. We take complaints about whether a service has been provided in a safe way and to an appropriate standard. You can also complain about how a provider has dealt with your complaint. If you are concerned about how you will be treated, you can make a confidential complaint. The QSC also handles complaints nationally, with the exception of WA, which will be available from July 2020.

# What complaints can’t I raise to the QSC? Will STAPELL assist me?

Complaints about the NDIA, NDIS plan access, or NDIS participant plans are not taken. These must be directed to the NDIA or STAPELL can help you to address them. If you're unsure who to contact, contact us and we can help direct you. You may withdraw your complaint at any time.

# Quick Reference Guide

# Where to go for complaints involving STAPELL:

You may contact any Instructor at STAPELL for any complaint against one of their staff or subcontractors. In addition, you can hold the Director responsible to effectively handle your complaint with respect and confidentiality. Contact Mary on 0466 265 919 to begin this process.

# Where to go for what complaint within the NDIS:

* **"I'm not happy with an NDIS funded service"**
  + **The NDIS Quality & Safeguards Commission  
    Call** 1800 035 544  
    **Web** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

* **"I'm not happy with an NDIA action or decision"**
  + **NDIA or Commonwealth Ombudsman  
    Call** 1800 800 110  
    **Web** [www.ndis.gov.au](http://www.ndis.gov.au) or [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

* **"I'm not happy with a service provided by another agency or body"**
  + **Your state or territory complaints body**Find links on the NDIS website  
    **Web** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

# Who can make a complaint to STAPELL or NDIS?

**Anyone!** This includes NDIS participants, non-participants, other people with a disability, friends, families, carers, advocates, workers and so on.

**SIGNATURE:**