



FEEDBACK & COMPLAINTS PROCESS

Your feedback is valuable to us – if you have any compliments, comments, criticisms, concerns, or complaints, we want to hear about them so we can improve the services that we deliver to you and to other people using our services. The process is outlined below:

Compliments / Comments	Criticisms / Concerns	Complaints
<ul style="list-style-type: none"> ✿ These are shared with our team ✿ If they are specially related to you, your dedicated YUSS Staff Member will talk to you about them further. ✿ If they are company related, management will review them and use them in our continuous improvement process, so that we can make our service better. ✿ Your dedicated YUSS Staff Member or a Manager will update you the actions taken. 	<ul style="list-style-type: none"> ✿ These are shared only with Management and the Staff Member involved. ✿ These will be reviewed by management and used in our continuous improvement process, so that we can make our service better. ✿ A Manager will update you on the actions taken. 	<ul style="list-style-type: none"> ✿ These are shared only with Management and the Director. ✿ The Manager or the Director will review the complaint and open an investigation. ✿ You will be contacted to discuss the results and a suitable resolution. ✿ If resolved, the investigation will be closed. If not, further options will be discussed with you.

We take all feedback and complaints seriously. You can provide feedback to us by:

- ✿ Completing our [Feedback & Complaints Form](#)
- ✿ Call our office on 07 3063 7572
- ✿ Send us an email feedback@yuss.au

If we are unable to resolve your complaint or if you are not satisfied with the outcome and you would like to take it further, you can contact the NDIS Quality and Safeguards Commission.





HOW TO MAKE A COMPLAINT TO THE NDIS COMMISSION

If you have a complaint about a service that you are receiving that cannot be resolved, you can lodge a [Complaint with the NDIS Commission](#). Their process is outlined below:

Complaints Process



DO YOU NEED ASSISTANCE WITH YOUR COMPLAINT?

Disability Advocate Services:

www.qld.gov.au/disability/legal-and-rights/advocacy

www.askizzy.org.au/disability-advocacy-finder

NDIS Commission:

Phone: 1800 035 544 (free call from landlines)

National Relay Service:

Phone: 1300 555 727 (ask for 1800 035 544)

TTY: 133 677

SMS: 0423 677 767

