

National Disability Insurance Scheme (NDIS) Provider Complaints Management and Resolution System:

Our Commitment

Engage Speech Therapy is committed to providing and maintaining quality speech pathology services to every client, every time.

Complaint and Feedback Form

As a registered NDIS provider, you have the right to make complaints about our services and supports at any time.

To make a complaint, you can fill in this Complaint and Feedback Form. It will go to our Complaints Officer, Narelle Arthur. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document).

If you prefer, you can make a complaint in other ways. We explain how at the end of this form.

| Information requested | Details to be provided |
|--|--|
| Name (optional) | |
| NDIS number (optional) | |
| <p>What is your complaint about?</p> <p>Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.</p> | |
| Who is your complaint about? | |
| What do you want us to do? | |
| Do you have any documents you would like to share with us about your complaint? | <input type="checkbox"/> Yes (please attach to this form) <input type="checkbox"/> No |

| | | |
|--|---|--|
| Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)? | <input type="checkbox"/> Yes Please provide details of the other organisation and any outcomes: _____ | |
| | <input type="checkbox"/> No | |
| If you are complaining on behalf of someone else, please fill in this section: | Name (optional) | |
| | Relationship to the complainant | |
| | Does the complainant know you are making a complaint? | |
| | Does the complainant consent to the complaint being made? | |
| | Email address | |
| | Mobile phone number | |
| | Address | |

Please complete and return this form to our **Complaints Officer** at
PO Box 330
Balwyn North, VIC 3104

You can contact our Complaint Officer, Narelle Arthur at: support@engagespeechtherapy.org We will handle your request following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document).

If you'd prefer to make your complaint in a different way, you can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;

- by email; or
- by text message.

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint. But, if you make a complaint this way, we will still treat it as a complaint.

You are also welcome to submit a complaint to the NDIS Quality & Safeguards Commission via the following:

- Call them on 1800 035 544
- TTY on 133 677
- or visit their website on www.ndiscommission.gov.au/about/complaints-feedback/complaints