

## CTC Disability Services - Complaints Process

*We like to know if we've done something wrong so we can improve how we do things*

### **Does CTC's process make it hard for people to make a complaint?**

No, not at all. We encourage feedback and respect everyone's right to express their views about what is and what is not working for them.

### **Will CTC stop supporting me or reduce my support if I make a complaint?**

No, definitely not! Complaints assist us to improve our service delivery!

**What happens once I've made a complaint?** We will manage your complaint promptly and through a process based on natural justice and rights-based principles.

- We will talk with you or, if you prefer, you can nominate a family member, friend or someone from another agency for us to contact on your behalf, or to be with you when we talk to you about your complaint and clarify any details.
- We will support you to complain to the NDIS Quality and Safeguards Commission if you choose to or if you are not satisfied with the way we respond to your complaint.
- We will discuss the outcome you are seeking to resolve your complaint if you have already identified a solution.
- We will respect the confidentiality of all parties involved in or affected by the complaint.
- If we can't immediately resolve your complaint, we will give you an expected timeframe for us to get back to you with a resolution. The timeframe will depend on the nature/complexity of your complaint.
- If appropriate, we will investigate the circumstances surrounding your complaint and offer to keep you up to date with our progress. We may also request further information from you if needed.
- Throughout our complaints process we will seek an outcome which is satisfactory to all parties.
- We will offer to give you verbal or written advice on what steps we have taken to resolve your complaint when we have completed the process.

### **Do I have to fill in a form to make a complaint and/or read a Policy and Procedure before making a complaint?**

No and No. However, if you would like to read our Policy and Procedure first, and/or put your complaint in writing, copies of both documents are easily accessible from Reception at CROSB or Gumnut Place, or our website or from Barb (who is the Service Manager of CTC Disability Services) or Janet (who is the Deputy CEO/Human Resources Manager of CTC). Contact details are below.

**Do I have to give you my name when I make a complaint?** No. You can make an anonymous complaint if you prefer. We will still look into the complaint and change anything that we identify needs changing to improve our service.

**Who do I contact to make a complaint?** Sometimes if you talk to the person you are unhappy about with first, it may solve the problem. If this doesn't work you can make a complaint in any of the following ways:

**Barb – [barb@sbctc.com.au](mailto:barb@sbctc.com.au)**

**CROSB 6 Cornish Street, Kingaroy 4162 9081 and/or Gumnut Place, 22 Gore Street, Murgon 4168 1852**

**Janet – [janet@sbctc.com.au](mailto:janet@sbctc.com.au) or Melinda – [melinda@sbctc.com.au](mailto:melinda@sbctc.com.au)**

**CTC Headquarters – 6 Cornish Street Kingaroy 4162 9000**

**The CTC Website – [www.sbctc.com.au](http://www.sbctc.com.au) via the Feedback tab**

**The NDIS Quality and Safeguards Commission**

**1800 035 544 [www.ndiscommission.gov.au/participant/complaints](http://www.ndiscommission.gov.au/participant/complaints)**