

— FEEDBACK & COMPLAINTS PROCESS

How we handle your feedback

Every compliment, comment, criticism, concern or complaint goes through the same clear process, so you always know what happens next and who's involved.

Compliments / Comments

WHO SEES IT

The team member involved, and management if it relates to our service generally.

WHO REVIEWS IT

Your support worker, or a Manager for broader feedback.

HOW WE FOLLOW UP

We use it as part of our continuous improvement.

HOW IT CLOSES

You hear back from your support worker or a Manager.

Criticisms / Concerns

WHO SEES IT

A Manager and the staff member involved.

WHO REVIEWS IT

The Manager, as part of our continuous improvement process.

HOW WE FOLLOW UP

Changes are fed back into how we deliver support.

HOW IT CLOSES

A Manager updates you on the action taken.

Complaints

WHO SEES IT

A Manager or Director only.

WHO REVIEWS IT

The Manager or Director opens an investigation.

HOW WE FOLLOW UP

We contact you to discuss the findings and agree on a resolution.

HOW IT CLOSES

Resolved and closed, or next steps agreed with you.

Three ways to tell us



Online form

kinetiqcare.com.au/feedback



Phone

0480 546 146



Email

info@kinetiqcare.com.au

Still not satisfied?

You can escalate your complaint to the NDIS Quality and Safeguards Commission at any time see the next page for how.

— NDIS QUALITY AND SAFEGUARDS COMMISSION

How to make a complaint to the NDIS Commission

If you're not satisfied after speaking with us, here's what happens when you contact the Commission directly.

- 1 You're unhappy with a provider or service
- 2 If you feel safe to, talk to your provider about it first
- 3 If it's still not resolved, you make a complaint to the NDIS Commission
- 4 The Commission may talk to your provider about your complaint
- 5 The Commission takes any action that's needed
- 6 The Commission tells you the outcome

Need help with your complaint?

DISABILITY ADVOCACY SERVICES

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

askizzy.org.au/disability-advocacy-finder

NDIS COMMISSION

1800 035 544 (free call from landlines)

NATIONAL RELAY SERVICE

1300 555 727 (ask for 1800 035 544) · TTY 133 677 · SMS 0423 677 767