

EXCEPTIONAL BONDS

Help us do better!! - a guide to making a complaint

If you have concerns about any aspect of our service we would like to hear from you.

The information we gather from you will help us to improve our services and ensure we are delivering a high standard of service.

We aim to resolve your complaint as quickly as possible

You have the right to say something regarding the:

- Actions taken or decision made by us
- Quality of service
- Practices, policies and procedures
- Unsatisfactory conduct from our staff, contractors and/or volunteers

To lodge your feedback you can:

- Download and complete the form available on our website under 'Feedback' at www.exceptionalbonds.com, or
- Send an email to feedback@exceptionalbonds.com or
- Telephone us at 0407 540 156
- You can also contact the NDIS Commission directly by phoning 1800 035 544 or completing online form at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

To make a complaint:

1. Make your complaint clear:
Write or tell the staff, contractor any relevant information about the issue and in order in which it happened. Where possible have dates and name

of people involved.

State what you are seeking or the action you would like us to take.

2. Gathering information

A Senior Officer will contact you if further information is needed. We will try to find the more effective way to solve the problem and report back to you about the outcomes. If needed, we may contact you in order to get more information.

3. Investigating your complaint

If your complaint raises serious concerns about the safety, or public risk, we may decide to conduct a formal investigation.

4. Unsatisfactory Response

If you are not satisfied with the response to your complaint, please contact our office and state the reasons as to why the response was unsatisfactory.

Privacy and Confidentiality

All staff will handle your complaint in accordance with the requirements of the funding agency and Exceptional Bonds' - *Complaints, Grievances and Disputes Policy and Procedures*.

You complaint will be handled in a confidential manner. We will only use and disclose personal information where it is necessary to do so and will tell you about it before we share the information.

Making a complaint can be stressful and emotional. To minimize any stress or anxiety to you and to ensure that the complaint is handled in an harmonious manner, we've set out a range of conducts that you should expect from us and we from you, these are below:

What do we expect from you...

- ✓ Show respect in all contact and communication
- ✓ Clearly identify the issues and concerns


- ✓ Provide all relevant and factual information to the best of your abilities
- ✓ To cooperate with any requests for information, enquiries or information to assist our investigations.

What can you expect from us...

- ✓ Provide easy access to the complaints handling process
- ✓ Provide additional assistance to persons where needed, such as individuals from culturally and linguistically diverse backgrounds, persons with visual/hearing impairment or limited literacy skills or inability to read/write
- ✓ Be flexible in the management of your complaint, allow for anonymous lodgment of complaints
- ✓ Record and document all actions and decisions
- ✓ Handle complaints, grievances and disputes in a respectful, fair, prompt and objective manner
- ✓ Maintain confidentiality at all times
- ✓ Have no fear of reprisal upon the lodgment of a complaint, grievance or dispute
- ✓ Apply principles of natural justice and fairness in the management of the complaint, grievance or dispute.


Links to other services that can assist with your complaint

Queensland Ombudsman

 07 3005 7000 or 1800 068 908

 ombudsman.qld.gov.au

Fair Trading Queensland


 13 74 68

 qld.gov.au/law/fair-trading

Disability Advocacy

 <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

National Disability Insurance Scheme Commission

 1800 035 544


 <https://www.ndiscommission.gov.au/about/complaints>

For more information or help with making a complaint:

Email us at

 feedback@exceptionalbonds.com

Call us

 0407 540 156

If you are have a hearing or speech impairment and need assistance with making a complaint, please contact our office to make the necessary arrangements. These will be discussed with you in detail before proceeding.

