

FEEDBACK AND COMPLAINTS POLICY

If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly. A complaint may be made on an anonymous basis.

You can make an anonymous complaint by calling us and stating that you wish to make an anonymous complaint (so we don't ask you to identify yourself). Or in writing by filling out a Feedback and Complaints Form but not including your name or other details that may identify you and posting it to the below address

You can make a complaint to The Plan Management People by either:



In Person to the Principal or a staff member.



Via email - admin@planmanagementpeople.com.au



Post to Suite 1426, 3/100 Campbell St, Bowen Hills, QLD, 4006



Verbally by telephone to 0456 977 362

You can make a complaint to the NDIS Commission by:



Phoning: 1800 035 544 (free call from landlines) or TTY 133 677.
Interpreters can be arranged.



National Relay Service and ask for 1800 035 544.



Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way.
- services and supports that were not delivered to an appropriate standard.

We will endeavour to resolve all complaints promptly in accordance with our Feedback and Complaints Management Policy.