

## What Is A Complaint?

A complaint is an expression of concern, dissatisfaction, or frustration that you may have) about your service (the quality, the staff or a particular policy or procedure). Complaints can be raised either informally, such as a telephone call or formally, such as in writing. We hope that you raise any concerns with Community Connections Australia (CCA) first before they become big problems for you.

## The Right To Make A Complaint

Any person receiving support from Community Connections Australia (CCA) has the right to make a complaint. You have the right to have someone support you to make the complaint - a family member, friend or advocate. Please let us know if you want support to access an independent advocate to support you to make a complaint.

## How To Make A Complaint

Every person has the right to determine how, when and where the complaint will be made. You have the right to nominate who you want to be as your key contact person during the complaints process. Any complaint is handled in a confidential and sensitive manner and no person raising a complaint will be victimised or suffer any form of retribution.

Initially, you might like to speak to your Manager or Coordinator by calling the phone number: **1300 36 46 88**. If the matter is urgent, you can contact the after-hours emergency phone number. If you don't feel comfortable raising an issue or complaint in person, you can send a letter to:

Community Connections Australia, PO Box 253, PARRAMATTA NSW 2124  
OR email: [enquiries@cco.org.au](mailto:enquiries@cco.org.au)

## What Happens Next?

Some complaints can be resolved immediately. Others may need to be given to a senior staff person for investigation and resolution. We encourage you to be involved in the resolution process so that you are happy with the outcome. For complaints that take time to resolve you will receive a letter within 2 days of making the complaint and CCA aims to have the matter resolved within 2 weeks.

## What Happens With My Information?

Your details are kept confidential in accordance with the privacy policy.

## What If I Am Not Satisfied With The Result Of My Complaint?

If you are not happy with the result of your complaint you can ask to talk to the CEO and ask for a review. If you are still unhappy with the review you can contact the Ombudsman, who represents the rights of people with disabilities. Their contact details are email: <http://www.ombudsman.gov.au/making-a-complaint> or ring 1300 362 072. You can complain directly to the NDIA on 1800 800 110 or via [www.ndis.gov.au](http://www.ndis.gov.au).

