



# NDIS Complaints Procedure

## Complaints Process

### Stage 1 - Making a complaint/providing feedback

If you need to make a complaint or provide feedback to MacMed Healthcare.

- a) Talk to us. Talk to any of MacMed Healthcare's staff in person or call us on PH: 1300 308 184, if you feel comfortable to do so.
- b) Email us: MacMed Healthcare can be contacted on [admin@macmedhealthcare.com](mailto:admin@macmedhealthcare.com) or via our webpage at <https://macmedhealthcare.com.au/contact/> or <https://macmedhealthcare.com.au/knowledge-center/#useful-links> (feedback form) There is a jot-form available for anonymous complaints. Personal details **do not need to be entered in form.**

If at any time the participant or their representative is not satisfied with the services provided or if a complaint is not resolved, the 'NDIS Quality and Safeguards Commission' can be contacted. The commission is an independent agency and has been established to monitor and improve the quality and safety of NDIS supports and services. The commission can be contacted directly by free call 1800 035 544. More detail on the commission's complaint handling process can be found on their website: [www.ndiscommission.gov.au/participants/complaints](http://www.ndiscommission.gov.au/participants/complaints). The National Disability Insurance Agency also has a complaints mechanism. The NDIS can be contacted directly by free call 1800 800 110, visiting one of their offices in person, or visiting [www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints) for further information.

### Stage 2 - Receiving Complaints

MacMed Healthcare will acknowledge receipt of a complaint within two working days and endeavour to deal with any concerns raised in feedback or complaints within a 14-day timeframe. Consideration will be given to the most appropriate medium (e.g. email, letter, telephone) for communicating with the person making a complaint.

People making complaints will be:

- Provided with information about our complaint handling process
- If required, be provided with information about how to make a complaint to the NDIS Quality and Safeguards Commission (as required under the NDIS Rules)
- Listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- Be kept informed of the progress of their complaint, this includes of
  - (i) any action taken
  - (ii) the reasons for the decision made; and
  - (iii) options to have the decision reviewed