

How to make a complaint

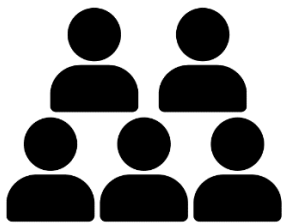


You can tell us if you are not happy about what we do.

We call this a complaint.

Anyone can complain to us about anything we do.

This includes:

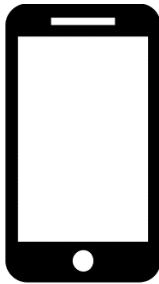


- you
- your family
- people who work with you.

What you can do

There are 3 ways you can complain.

You can:



Ring us on 8920 9400.

You may talk to someone who can listen straight away.

Or someone might have to ring you back.



Send an email to: info@carpentaria.org.au



Send a letter to:

PO Box 63, Karama NT 0813

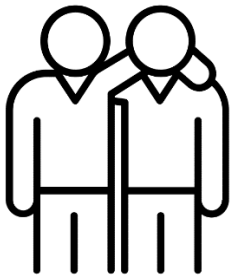
We need details of your complaint.



We might ask you questions.

This is so we can understand the complaint.

When you talk to us you can have someone



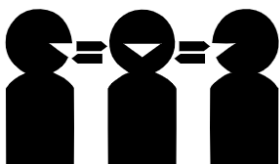
you trust with you.

This can be a friend or a family member.

They can answer questions for you if you like.

We can help you find someone to support you.

You can ask us if you need extra support.



This could include using audio or other languages.

What we will do

We will always try to:

- listen
- be fair
- respect you and your choices
- act quickly
- change if we need to
- tell you what we have done
- keep your complaint private.



Sometimes we might not be able to keep your complaint private because of the law.



We will try to respond to you within 3 weeks of you contacting us.



NDIS Quality
and Safeguards
Commission

If you are not happy with the outcome you can go to the NDIS Quality and Safeguards Commission.

We can tell you how to do this.

We have used images from The Noun Project.