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How to Make a Complaint

Learn2Communicate welcomes any feedback that can help us improve the service we provide to you.

Please let us know if you are unhappy in any way with the support or service you have received.

Please also let us know how we can make it easier for you to tell us about your feelings and experience. We are happy to arrange things that will help you communicate effectively with us (e.g. interpreters, braille, alternative communication aids).

There are several ways that you can make a complaint

Steps you can take if you are unhappy with our service and wish to make a complaint:

1. Let your treating Speech Pathologist know (talk to your therapist in the clinic, or call by phone, send a letter or email to info@learn2communicate.com.au). Please feel comfortable to bring a support person along with you to make this complaint if you wish, or
2. Ask to speak to the Practice Manager / Principal Speech Pathologist (Karen Trengove), or
3. If you would prefer to make a complaint anonymously, please place your written feedback into our feedback box (available in the reception of each Learn2Communicate clinics – Orange and Cowra NSW), or
4. You can also contact the NDIS Quality and Safeguards Commission: 1800 035 544 of www.ndiscommission.gov.au

How Learn2Communicate Manages Complaints:

We will do our best to listen to you, and try to resolve your concerns or problem when you first contact us. We will also help you fill out a Complaint Form so that your complaint is clearly documented. Once we clearly understand the nature of your complaint, we will work with you to fully investigate and endeavor to fairly resolve the issue with you. This will involve:

- Providing you with a letter acknowledging receipt of your complaint;
- Keeping you informed of the progress of the complaint, including any action taken, the reason for any decisions made and options for review of decisions,
- Keeping you involved in the resolution of the complaint, and
- Advising you in writing of the decision / outcome and the reason for the decision.

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All correspondence to PO Box 201 Cowra NSW 2794

If we are not able to resolve your complaint within 21 working days, we will keep you informed of our progress and how long we expect that it will take to resolve your complaint.

What to do if you are not satisfied with the outcome of your complaint

If you feel that your complaint has not been resolved to your satisfaction, you may:

Make a complaint to the NDIS Commission about any issue connected with the support or services provided by Learn2Communicate or any NDIS Service Provider. Complaints can be made verbally, in writing, or by any other appropriate means, and can be made anonymously. A complaint can also be withdrawn at any time.

If a person makes a complaint, the NDIS Commission will decide upon the appropriate action to take. The NDIS Commission may decide to;

- Take no action, or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process.