

**You can make a complaint, or appeal a decision.**

We will listen, respond on time, and treat you fairly.

Your complaint is private.

You will not be treated badly for speaking up.

## How you can make a complaint:

### 1 Talk or write to us

- Tell one of our staff
- Email: [compliance@willingandable.org.au](mailto:compliance@willingandable.org.au)
- Phone: **(02) 6581 0939**
- Website: [www.willingandable.org.au](http://www.willingandable.org.au)  
(CONTACT section)
- Post: **P.O. Box 5011,  
Port Macquarie  
NSW 2444**
- Contact the CEO or Willing & Able Board of Directors: [ceo@willingandable.org.au](mailto:ceo@willingandable.org.au)

### 2 Use a feedback box

Feedback boxes are in the following places:

- Admin building entrance -  
**39 Jindalee Rd, Port Macquarie**
- Op Shop service desk -  
**39 Jindalee Rd, Port Macquarie**
- Service counter -  
**38 Jindalee Rd, Port Macquarie**
- Supported Independent Living (SIL) home  
(for residents and their support people)

## To complain about our services you can contact

NDIS Quality and Safeguards Commission: **1800 035 544**

NSW Ombudsman: **1800 451 524**

**We can help you with this process**

## 1 Receive

We receive your complaint.  
Staff will record and report it.

## 2 Acknowledge + assess risk

We will let you know we got your complaint.  
We check the risk and try to fix the problem quickly. High risk problems need a manager to help fix them.

**Within 2 working days of getting the complaint**

## 3 Plan

A manager contacts you to:

- \*explain the process to fix the problem.
- \*ask how you would like it fixed.
- \*explain the options to fix the problem
- \*explain your right to an advocate.

## 4 Investigate

We gather information and talk with the people involved in the complaint.  
We stay fair and confidential and keep you updated.

**Within 10 working days of getting the complaint**

## 5 Respond + follow up

We tell you what we found, what we will do, and why.  
We explain about how a review can happen if you want one.

## 6 Internal review

If you want to appeal (disagree with the how the complaint was dealt with), the CEO reviews the complaint. Their decision is final.

**Review within 10 working days**

## 7 External review

You can go to the NDIS Quality and Safeguards Commission or another regulator if you are unhappy with what has happened about the complaint. We will help you do this.

## 8 Improve

We record the complaint confidentially and look for ways to stop it happening again.

**You can use an advocate who will help you to talk to us.**

They can be a family member, friend, support person or advocacy service.

**Disability Advocacy NSW: 1300 365 085**