

# IF YOU HAVE A PROBLEM ... TALK TO US FIRST

## MAKING A COMPLAINT

We encourage you to try and talk directly to our team if you wish to make a complaint about our service. We are committed to always taking your concerns seriously and being respectful. We are genuinely interested in listening and understanding your perspective. Every client has a right to be heard and to seek a resolution to their problem. We see all complaints as an invaluable opportunity to improve our service.

We will:

- **Receive your complaint via phone, email, letter or on the website**
- **Acknowledge and listen to your concerns**
- **Investigate your problem & potential solutions**
- **Take Action**
- **Apologise**
- **Follow up and Review**

If at anytime you wish to take your complaint further or are dissatisfied we will explain how to make a complaint to the NDIS Commission, Speech Pathology Australia or Health Agency in your state.



## IF YOU NEED TO MAKE A COMPLAINT ABOUT OUR SERVICE:

**Call us: (07) 55207860**

**Email us:**

[info@therapymatters.com.au](mailto:info@therapymatters.com.au)

**Fill in an On-Line Form**

[www.therapymatters.com.au/About-Us/complaints.aspx](http://www.therapymatters.com.au/About-Us/complaints.aspx)

**Write to us: Suite 6**

43 Tallebudgera Creek Rd  
West Burleigh  
QLD 4219



## HOW TO MAKE A COMPLAINT

# WHERE CAN I COMPLAIN ABOUT NDIS SERVICES?

## NDIS FUNDED SERVICES

If your complaint is about our NDIS Funded Services ....

You can make a complaint with the **NDIS Quality & Safeguards Commission**. The NDIS Commission is an independent government body that works to improve the quality and safety of NDIS funded services and supports

**Call the Commission on : 1800 035 544 or TTY 133 677**

**Complaint Contact Form:** <https://www.ndiscommission.gov.au/about/complaints>

**National Relay Service:** [www.relayservice.gov.au](http://www.relayservice.gov.au) then 1800 035 544



# WHERE ELSE CAN I COMPLAIN?

## WHO CAN MAKE A COMPLAINT

ANYONE, this includes parents/carers, NDIS participants, other people with a disability, friends, families, advocates, workers, health professionals etc.

You may seek support from family, a friend or an independent advocate in making a complaint., see Disability Advocates <https://www.ndiscommission.gov.au/participants/disability-advocacy>

If you are concerned about how you will be treated you can always make a confidential or anonymous complaint.

If you're like most people, you probably don't like to complain. You may not know what you can complain about, how to make a complaint, or might not think it will make a difference.

**Complaints are important. They identify areas for improvement, stop things happening again and enable better services for everyone**

## SPEECH PATHOLOGY AUSTRALIA

You can make a complaint here if you believe there has been a breach of the Code of Ethics by our speech pathologists or clinic.

**Call SPA on: 1300 368 835**

**Email the Speech Pathology Australia on:** [office@speechpathologyaustralia.org.au](mailto:office@speechpathologyaustralia.org.au)

## OFFICE OF THE HEALTH OMBUDSMAN

You can make a complaint here about our health services in **Queensland**.

**Call Health Ombudsman on: 133 646**

**Fill in an On-Line Form on:** <https://www.oho.qld.gov.au/>

## HEALTH CARE COMPLAINTS COMMISSION

You can make a complaint here about our health services in **NSW**.

**Call HCCC on: 1800 043 159**

**Fill in an On-Line Form on:** <https://www.hccc.nsw.gov.au/>