

# Feedback and Complaints



We welcome feedback and complaints as part of our ongoing commitment to provide a high quality service...

**Tell us where we need to improve  
If you have a concern, we will provide a resolution!**

## When we learn about your complaint we will:

- Let you know who is handling your complaint
- Resolve the issue and provide you with regular updates
- Work with you to ensure your services are not disrupted while we investigate the matter and provide a resolution



**Resolving concerns or  
complaints is our  
responsibility and helps us  
to improve the services we  
provide!**

## Steps to our complaint process



- Talk to your **support staff** and tell them you want to make a complaint.
- Talk to your **support coordinator**
- Call our head office on **0467531902** and tell them you want to make a complaint
- Complete an online complaint form on our website  
**[www/hunterdisabilityservices.com.au](http://www/hunterdisabilityservices.com.au)**
- Email us at **[hunterdisabilityservices@gmail.com](mailto:hunterdisabilityservices@gmail.com)**
- If you are unhappy with the resolution of your complaint you can contact: the NSW Ombudsman, ph: **9286 1000** or the NDIS Quality and Safeguard Commission **1800035544**