
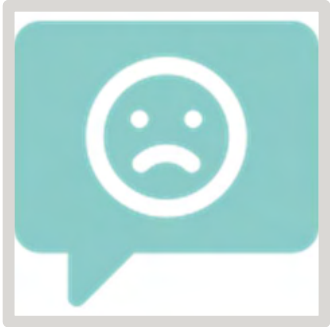












FEEDBACK AND COMPLAINTS

 A teal speech bubble containing a white question mark.	<p>This document tells you about how to make a complaint or give feedback.</p>
 A teal speech bubble containing a white sad face icon.	<p>We want you to give us feedback or make a complaint if you are unhappy.</p>
 An icon showing two stylized human figures sitting in chairs and talking, with a speech bubble above them.	<p>It is okay to complain if you are not happy. Tell us when you are upset about:</p> <ul style="list-style-type: none">• the supports you received• your support workers• OC Connections.



 An icon representing a family, showing two adults and a child standing together, with their hands raised as if holding or supporting each other.	<p>If you do not feel comfortable telling us about your complaint, you should tell someone you trust like your:</p> <ul style="list-style-type: none">• mum or dad• brother or sister• support worker. <p>Ask them to help you make a complaint.</p>
 An icon of a person in a suit carrying a briefcase, representing a professional or advocate.	<p>Or you can get help from a professional, independent advocate to make a complaint or provide feedback to us.</p>

 An icon showing a teal silhouette of a person's head and shoulders on the left, with a teal speech bubble containing three dots on the right, all enclosed in a light grey square border.	<p>We can help you find an advocate.</p> <p>You can talk to your support worker or support coordinator.</p> <p>Or you can call OC Connections on 9569 0603.</p>
 An icon showing a large white question mark inside a teal speech bubble, all enclosed in a light grey square border.	<p>How do you make a complaint or provide feedback to us?</p>
 An icon showing two overlapping teal speech bubbles, one larger than the other, all enclosed in a light grey square border.	<p>You can talk to:</p> <ul style="list-style-type: none">• your support worker• a manager.





 A teal icon of a hand holding a mobile phone with signal waves emanating from it, representing direct communication.	<p>You can call or email us directly:</p> <ul style="list-style-type: none">• email: admin@occonnections.org• phone: <u>(03) 9569 0603</u>.
 A teal icon of a document with a folded corner and three checkmarks, representing a form or checklist.	<p>You can fill out the Feedback and Complaints Form and mail it to the Complaints Manager: privacy@occonnections.org</p> <p>Ask the Complaints Manager or your support worker for a copy of the form.</p>
 A teal icon of a document with horizontal lines and a pencil, representing a survey or form to be filled out.	<p>You can fill participant surveys when we send them to you.</p>






 The logo for the National Disability Insurance Scheme (NDIS), consisting of the word 'ndis' in white lowercase letters on a purple rounded rectangle, with 'National Disability Insurance Scheme' written in smaller text below it.	<p>You can make a complaint at any time directly to the NDIS Commission:</p> <p>Call: 1800 03 55 44</p> <p>Or go to their website: <u>www.ndiscommission.gov.au</u></p>
 An icon representing a question or inquiry, showing two overlapping teal speech bubbles with a white question mark inside the top one.	<p>You can make a complaint and remain anonymous.</p> <p>Anonymous means we will not know who you are.</p>






	<p>To be anonymous, use the Feedback and Complaint Form provided at your intake/onboarding meeting:</p> <ul style="list-style-type: none">• Complete the form (your advocate or support person can help you) but do not add your name.• Mail it back to us using the stamped, self-addressed envelope provided.
	<p>You don't have to complete the Complaint and Feedback Form.</p> <p>You can also write a letter to give us your complaint.</p>



	<p>Remember, if you complain anonymously we cannot provide you with a response, as we will not know who you are.</p>
	<p>We take all complaints and feedback we receive seriously.</p> <p>They help us to make our service and supports better for you!</p>
	<p>How do we manage your complaint or feedback?</p>



 An icon showing two stylized human figures sitting on chairs and facing each other. A speech bubble is positioned above them, indicating a conversation or dialogue.	<p>If you have us your name, our Complaints Manager will:</p> <ul style="list-style-type: none">• talk with you about your problem• write everything you say down• plan to fix your problem.
 An icon enclosed in a square frame. It shows two stylized human figures with a double-headed arrow between them. Above the figures is a teal circle containing a white checkmark, signifying a resolution or agreement.	<p>Our Complaints Manager will:</p> <ul style="list-style-type: none">• try to fix your problem• contact you regularly to tell you how the problem is being fixed. <p>If you did not give us your name, our Complaints Manager will:</p> <ul style="list-style-type: none">• try to fix your problem.
 An icon enclosed in a square frame. It depicts a hand holding a mobile phone. To the right of the phone are three curved lines representing a signal or radio wave.	<p>To keep you safe, if your complaint or feedback involves someone being put in serious danger or being hurt we will tell the police and the NDIS.</p>



We keep everything you tell us private.



If **you are unhappy** with the way we handled your feedback or complaint, you can **tell the NDIS Commission:**

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:
www.ndiscommission.gov.au