

# Feedback and Complaints

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Marli and Moe welcome feedback of all kinds whether it is positive, constructive or a complaint. We want to hear from you to ensure we are continuing to deliver the best service possible.

To give your feedback or let us know you are not happy with the provision of your supports, you can contact Marli and Moe on the details below:

**Email:** [info@marliandmoe.com.au](mailto:info@marliandmoe.com.au)

**Phone number:** 1300 797 454

Alternatively, if you are not satisfied with our resolution process, the Participant can contact:

**NDIS (National Disability Insurance Scheme).**

- 1800 800 110
- <https://www.ndis.gov.au/>

Or

**NDIS Quality and Safeguard Commission.**

- 1800 035 544
- <https://www.ndiscommission.gov.au/>
- <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

Marli and Moe have an official complaint register that is confidential for recording information regarding complaints and their subsequent review.

All complaints are registered through Marli and Moe's Complaints register.

## COMPLAINT REVIEW PROCESS

Marli and Moe's complaint policy and procedure adheres to the following standards:

- No negative consequences will result from the complaint.
- An external body can be contacted for any complaint.
- We will handle the complaint with the utmost professionalism and courtesy
- The client will be invited to take part in the complaints process in a way they deem most relevant where appropriate.
- The client's confidentiality and privacy will be upheld.
- It will be dealt with in a timely and professional manner.
- The client will be informed of the progress of the complaint.
- Meaningful and culturally relevant material will be provided to those who may need to make a complaint from other backgrounds.
- An advocate may be used for all complaint's resolution handling (and offered from Marli and Moe staff).
- If a translator or interpreter is needed, they will be supplied by Marli and Moe.
- The employee's direct Team Leader will be the communicator with complainant / Participant/'s representative.
- Marli and Moe's Quality and Assurance Manager will conduct an internal review of things such as, but not limited to:
  1. Case notes.
  2. File attachments.
  3. Emails.
  4. Front of file details.
  5. Externally shared content, feedback / details.
  6. Interview details with Support Coordinator / Supported with Team Leader.
- Marli and Moe's Quality and Assurance Manager will have considerations with the Director on whether a Quality and Safeguard Commissions (Or alternate Commission / Governing bodies) incident report is required.
- The employee's direct Team Leader will be responsible for performance management requirements moving forward.
- The Director will support Quality and Assurance Manager / Team Leader (possibly also the employee in question) with communications and movements forward.
- Marli and Moe's Quality and Assurance Manager will link employee with appropriately designed / specific training to address the complaint downfall (if required) for further upskilling purposes.

