

## Watercomfort NDIS Complaint Management Procedure – Version 01

### Procedure:

- Our Aim
- What documents we provide
- Our Investigation procedure
- Keeping you informed
- The outcome aim
- Recording the outcome for Training
- Giving you the right to consider our resolution
- Accepting your right to go further

We at Watercomfort Company accept that sometimes things go wrong and we shall endeavour at the point of sale, service or delivery, to directly and quickly resolve any issue - but otherwise record any complaint and pass the detail to the Complaint Manager for NDIS at Watercomfort for proper management and resolution. Complaints about the CEO are to be addressed to the CEO directly. We respect your Privacy and your Complaint will be accepted anonymously on your request. Complaints of a serious nature shall be immediately reported to the appropriate Authority for intervention and appropriate referral.

Watercomfort shall provide NDIS clients with the following documents at time of transaction:

- Service Agreement that has reference to our Complaints Management System
- Copy of our Complaints Management System
- NDIS Record of Transaction form – required for review of the transaction
- Delivery Docket
- Complaints Management Procedure – this document

The documents above include information about making a complaint to Watercomfort in a form that you prefer and hopefully is not required as we aim to resolve any mistake during the initial contact. Please know that any complaint received will be investigated even if made anonymously – but a reply cannot be communicated to an anonymous complainant.

The Complaints Manager shall review the NDIS record of sales information that was recorded at the initial Sale, Service or Hire interaction – where that has been correctly recorded. At this review stage the Manager will contact you in the format you have requested as explained in the Service Agreement. The Manager shall either ask questions to clarify a mistake making reference to the record of sales information or request a summary of the complaint from you directly in order to formulate a satisfactory outcome. Watercomfort shall try to make this process as quick and easy as possible taking into consideration that multiple parties may have to be contacted during this procedure.

Our Aim is to provide you with an outcome that would at least be as beneficial to you as if the original interaction had proceeded in the right direction and timeframe. You will be updated as to what we will do, who will do it and when we intend to undertake any resolution for you.

We respect your right to Privacy and our Training of Staff to get things right the first time for NDIS participants is enhanced when referencing actual interaction along the Complaint pathway. We do not wish to make repeated mistakes and our aim is to improve your experience with our Company when we are meeting your NDIS requirements. We aim to investigate your complaint within the first 48 hours of receiving it and have things resolved as soon as practicable. Your complaint shall assist us in collating statistics for NDIS performance improvement.

Once the Complaints Manager has all of the details involving your complaint and has interviewed any staff members or other concerned people the Manager shall formulate a reply.

It is hoped that the resolution that we provide shall meet your expectations and if agreed we shall employ that resolution for you without further time passing.

In the unlikely event that resolution cannot be obtained – Watercomfort shall make an offer to you in way of assisting you to either escalate the complaint to the NDIA if that is your preference or try and engage the services of an alternate supplier who may be better equipped to satisfy your NDIS needs.

To make your Complaint known to Watercomfort Company please use any of the following formats to make your case to us – we apologise that we have not already addressed your concerns:

- Email your case to [ndis@watercomfort.com.au](mailto:ndis@watercomfort.com.au)
- Website contact form : Watercomfort.com.au (contact us)
- Mail to : Watercomfort PO Box 2328 Taren Point NSW 2229
- In Person : 42 Alexander Avenue Taren Point NSW 2229
- By Telephone: 02 9531 1699
- By Facsimile: 02 9531 1799

The NDIS Complaint Manager



Approved by the CEO  
October 2020

Review October 2025