



Watercomfort COMPLAINTS MANAGEMENT POLICY

Water Comfort Company Pty Ltd 62 002 596 072
42 Alexander Ave. Taren Point NSW 2220
Phone 1300 734 664 ndis@watercomfort.com.au
NDIS Provider # 4050000491

Complaints Management Policy for NDIS participants

We take your complaints seriously and will respect your Privacy during any process.

Watercomfort Company operates its daily activities with NDIS participants in a mutually respectful environment and in the unlikely event where we have not resolved a problem onsite during our service visit – you can complain to the Company directly and we will be happy to investigate your concerns. If you think the situation warrants escalation once we have attended to your requests the NDIS have formulated the following pathway – see other avenues below.

Watercomfort keeps daily logs where situations that we are made aware of are recorded and these take the form of

- Daily Activity Sheets
- Improvement Opportunity Reports
- Customer Surveys
- Service Agreements and Invoices

Regardless of registration, ALL NDIS Providers are expected to have a Complaints Handling Policy that includes the following information in the link, which is also expected to be given to Participants.

There is more than one way to complain about a Provider and therefore other complaints resolution organisations relevant to each state should also be included.

If you need to make a complaint about the quality or safety of NDIS services that were provided by Watercomfort Company or want to know more information about the NDIS Commission - here are the ways you can do this:

- Phone Watercomfort on 02 9531 1699
- Email ndis@watercomfort.com.au
- **Other Avenues:**
- Email NDIS - contactcentre@ndiscommission.gov.au
- Phone NDIS - 1800 035 544 (free call from landlines)
- Text Telephone TTY 133 677
- Translating and Interpreting Service 131 450 (for spoken languages other than English)
- Submit the Online Complaint Contact form: <https://www.ndiscommission.gov.au/participants/complaints>
- Mail: PO Box 210, Penrith NSW 2750
- National Relay Service (<https://internet-relay.nrscall.gov.au/>) and ask for 1800 035 544.

The above procedure should be followed to make a complaint to our Company and in the unlikely event where your concerns have not been resolved by our Company to follow this by contacting the NDIA directly using the links above.

Signed

Policy Owner CEO Ann Knox - Gillan.
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