



FEEDBACK AND COMPLAINTS MANAGEMENT STATEMENT

Our participants are at the heart of all Greenacres' services, so it is important that we get these services right, in terms of both what we offer and how we deliver them.

To help us do that, we welcome feedback, complaints, compliments or suggestions from our participants and their families/carers, and other stakeholders. We will support individuals to raise their opinions or concerns (including helping them find an advocate, support and/or interpreter if one is needed or wanted) and, where necessary, be involved in the resolution process.

Greenacres' Board and staff respect the rights of individuals to raise complaints and provide feedback without fear and with the knowledge that the complaint will be managed confidentially and in a timely way by:

- taking immediate action where there appears to be a high risk of harm, neglect or abuse,
- listening to what you have to say, including what you think the resolution would look like,
- actioning the matter within 2 business days of receiving your advice,
- keeping you informed as the matter progresses, (what we did, who did it, and when, why and how we did it),
- aiming to resolve the matter within 20 business days from the day we received your advice, and
- protecting your privacy and confidentiality and that of your family/carers who make a complaint (unless we are legally obliged to notify relevant agencies if it involves the safety or wellbeing of an individual participant).

You can lodge your feedback, complaints, compliments or suggestions:

- verbally to any staff member, either face to face or by phoning 4222 6200,
- via the online form on the on the [Contact Us](#) page of Greenacres' website,
- by email at feedbackandcomplaints@greenacres.net.au, or
- by any other communication method that you are comfortable with.



More information can be found in Greenacres' [Participant Feedback & Complaints Guide](#) on the [Contact Us](#) page of Greenacres' website and at each of Greenacres service locations.

Otherwise, contact Greenacres' Complaints Officer by phoning 02 4222 6207 or emailing feedbackandcomplaints@greenacres.net.au.

If you are not satisfied with the outcome or the way Greenacres dealt with the matter, you can refer the matter to the NDIS Quality and Safeguards Commission, who will investigate complaints made by anyone about how Greenacres managed your complaint about a service or support provided to a NDIS participant. For more information about complaining to the NDIS Quality and Safeguards Commission about a provider, phone 1800 035 544 (toll free) or visit the [making a complaint about a provider](#) page on the [NDIS Quality and Safeguards Commission](#)'s website.

Remember, your feedback, complaints, compliments or suggestions will help Greenacres continue to provide quality services and achieve quality of employment and supports for our participants that are consistent with our Vision:

We Imagine

Every person with a disability creating their own positive future

We Will

Support people with a disability to transform their ideas and goals into experiences and achievements

We Believe In

Fairness, Inclusion, Respect and Excellence and Safeguarding

Chris Christodoulou
Chief Executive Officer