

# WHERE TO GO IF YOU ARE NOT HAPPY WITH YOUR COMPLAINT OUTCOME

Should you not be satisfied with our Director's resolution, we invite you to contact your funding agency or appropriate government department to escalate the complaint further.

If you require more assistance independent government funded advocates are available to provide you with advice. To find the locations and contact details of government-funded independent advocates near you, go to: <http://disabilityadvocacyfinder.dss.gov.au>.

## THE FOLLOWING BODIES MAY ALSO BE RELEVANT TO YOU TO ASSIST:

- **The NDIS Quality and Safeguard Commission**  
P: 1800 035 544 or contact via their website [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- **The Ombudsman of your State**  
Contacts available on the Commonwealth Ombudsman's website:  
<http://www.ombudsman.gov.au>
- **Enable NSW**  
E: [iptaas@health.nsw.gov.au](mailto:iptaas@health.nsw.gov.au)  
P: 1800 478 227
- **icare NSW (Lifetime Care)**  
Compliant lodgement available at <https://www.icare.nsw.gov.au/contact-us/complaints/>



24 Hour Positioning Pty Ltd | Phone 02 9161 2626  
[www.24hourpositioning.com.au](http://www.24hourpositioning.com.au)



## HOW TO

Provide Feedback  
or Make  
a Complaint



THERAPY SOLUTIONS  
SEATING TO SLEEPING

24 Hour Positioning Pty Ltd. provides high quality therapy services and custom manufactured positioning products. In rare occasions, when expectations are not met we would appreciate your feedback - both positive and negative, it is an essential part of helping us to continually improve all aspects of our services.

24 Hour Positioning Pty Ltd. is committed to being responsive to the needs and concerns of our clients and to resolving complaints as quickly as possible. This brochure will provide you with information about how to make a complaint.

## HOW A COMPLAINT CAN BE MADE:

- By completing a complaint form at [www.24hourpositioning.com.au](http://www.24hourpositioning.com.au)
- By telephoning us on 02 9161 2626
- By writing to us at  
24 Hour Positioning Pty Ltd.  
11 Mitchell Road, Brookvale NSW 2100
- By emailing us at [solutions@24hourpositioning.com.au](mailto:solutions@24hourpositioning.com.au)
- In person by speaking to any of our staff.

### WHO CAN MAKE A COMPLAINT?

Anyone can make a complaint about the services or products received through 24 Hour Positioning Pty Ltd. This includes clients, friends, family, carers, advocates, support workers, or any other person who wishes to make a complaint.



### WE ACKNOWLEDGE:

Within 3 business days of receiving your complaint we will acknowledge receipt of complaint.

### WE REVIEW:

We undertake an initial review of your complaint and determine if we need any additional information or documentation to help assist to complete our investigation.

### WE INVESTIGATE:

Within 10 business days of receiving a complaint we will examine the complaint objectively and impartially, by considering the information made available and our actions in relation to client dealings.

### WE RESPOND:

Following our investigation, we will notify you personally of our findings and any actions we may have taken in regard to receiving and managing your complaint.

### WE TAKE ACTION:

Where appropriate we will amend our business practices or policies.

### WE RECORD:

We will record your complaint for continuous improvement process and monitoring through regular review. Your personal information will be recorded and stored in accordance with The Health Records Information Privacy Act 2002 (HRIP Act).

- You can be assured you will not be disadvantaged. There will be no negative consequences as a result of making a complaint to us. We will not treat you any differently and we will process your complaint in an ethical, timely and transparent way.
- We treat all complaints confidentially. Only the people who need to help find a resolution will be involved.
- If you are not happy with the way we handled your complaint or you wish to appeal the outcome of your complaint; you can ask for the decision to be reviewed by our Director.
- You are also able to contact any of the agencies provided at the back of this brochure.

You may withdraw a complaint at anytime by telling us.