

## Feedback and Complaints Protocol

At **roundsquared** we try to give all our members good service.

But sometimes things can go wrong.

If you are not happy with something we have done, you can tell us, and we will try to fix the problem as soon as possible.

If you are not happy with something we have **not** done, tell us and we will try to fix the problem as soon as possible.

You will not be in trouble if you make a complaint.

No one will be angry with you if you make a complaint.



### Making a complaint

**If you want to tell us about something you are not happy with, you can:**

- Email [feedback@roundsquared.net.au](mailto:feedback@roundsquared.net.au) or contact your Consultant by phone, email, or text
- Tell us what the problem is
- Ask someone else to help you make a complaint, like a friend, family member or advocate

**We will:**

- Listen to you
- Write down what you tell us
- Ask you how you think we can fix the problem
- Try and fix the problem as soon as we can



**If you are not happy with how we have tried to help you, we can:**

- Ask someone else to help us work it out
- Ask you if you want to take your complaint to a higher person

**To make sure we all know how the problem was fixed we will:**

- Explain to you what we have done to fix the problem
- Write to you how we have tried to fix the problem
- Check with you that the problem has been fixed

## We will ask you for feedback through

- Phone calls
- Surveys
- Review meetings



To make a complaint you can email us on [feedback@roundsquared.net.au](mailto:feedback@roundsquared.net.au), phone us on 0407 406 647 or make a comment on our website [roundsquared.net.au](http://roundsquared.net.au).

If you are not happy with the way we deal with your complaint you can let the NDIS Commission know by:

- Phoning 1800 035 544 (freecall from landlines) or TTY 133 677
- Completing a complaint contact form on the NDIS Commission website – [ndiscommission.gov.au](http://ndiscommission.gov.au)
- A complaint can also be made directly to the NDIS Commission