

ESCALATING COMPLAINTS

All our staff must understand and adhere to the NDIS Code of Conduct by ensuring our obligation to meet the NDIS Quality and Safeguard Commission requirements. If the client is an NDIS participant and is not satisfied with our response or does not want to talk to us directly, they can contact:

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website:

www.ndiscommission.gov.au/complaints

Advice/assistance to resolve a complaint

If you need advice or assistance to resolve a complaint about our service or are dissatisfied with our response, you can access independent support from the [Health Complaints Commissioner in Victoria](#) or the [Health Care Complaints Commission in NSW](#).

CONTINUOUS IMPROVEMENT

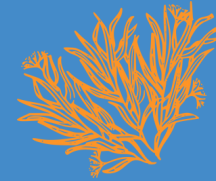
We consistently review complaints to enhance our services and identify systemic issues.



CONTACT US

- Email: admin@whralliedhealth.com
- Phone: 0431 556 720
- Website: www.whralliedhealth.com/contact

WHR ALLIED HEALTH



YOUR FEEDBACK MATTERS

At WHR Allied Health, your feedback and complaints help us identify issues, continuously improve our services, and deliver better outcomes.

Feedback can be about our services, how we've worked with you, the physical space we've shared, or your experiences with our online presence. We aim to exceed expectations and want to hear from you! We appreciate your direct feedback, which helps us improve our service.

Scan here to complete our online survey, which takes just a few minutes.



HOW TO MAKE A COMPLAINT

Complaints can be made:



IN-PERSON

BY EMAIL:

admin@whralliedhealth.com

or

Brad@whralliedhealth.com

(Managing Director).



In Writing

To: 'Complaints, PO Box 895, Torquay, Vic, 3228'



BY PHONE & SMS

0431 556 720 or

0422573795

You can remain anonymous, but providing your details helps us respond better.

OUR COMPLAINT PROCESS

- 1. Discuss your concerns:** We suggest you contact the person involved directly initially; however, if you prefer to speak with someone else, you can always use the contact details above.
- 2. Submit your complaint:** If not resolved, submit your complaint formally via the above contact details.
- 3. Acknowledgement and Recording:** We acknowledge your complaint promptly, capturing details such as:
 - a. What occurred?
 - b. When and where?
 - c. Who was involved?
 - d. We will ask about your desired outcome, which may vary from person to person.
- 4. Complaint Resolution:** We strive to ensure procedural fairness, engage you in the process, and keep you informed of decisions and outcomes.
- 5. Follow-Up:** We will reach out to you after the issue is resolved to confirm that it has been addressed. satisfactorily.



YOUR RIGHTS

- You have the right to remain anonymous.
- You may engage external advocates or support persons.
- You may escalate your complaint directly to the NDIS Quality and Safeguards Commission.

Confidentiality

- Your information is kept confidential and securely stored, accessible only to authorised personnel. The only exception is if it must be shared by law.