

Making a complaint about National Community Care

National Community Care believes that the right to be heard is a fundamental human right. NCC is committed to receive complaints and follow a process that respects human rights, confidential, fair and transparent, regularly reviewed and improves the way we provide support.

What to do if you want to make a complaint

If you are unhappy with the actions of your support coordinator or about national community care in general, you may wish to make a complaint. You can do this by:

1. Speaking to your support coordinator directly
2. Filling in and sending us the feedback form in your information kit
3. Speaking directly or writing to our Managing Director

Phone: 6242 4978
Mobile: 0401 439798
TTY: 133 677 (national relay)
E-mail: enquiries@nationalcommunitycare.com.au
Address: 3/85 Hoskins Street, Mitchell, ACT, 2911

What will we do?

National Community Care takes all complaint seriously. We will treat you with respect and without recourse throughout the complaints process.

National Community Care will:

1. Acknowledge and record the details of your complaint
2. If necessary, seek further information from you
3. Inform you about the process and timeframe for handling your complaint
4. Investigate your complaint
5. Provide you with a response, including actions taken

National Community Care will also help you access specialist support to make your complaint.

You are most welcome to have somebody else help with your complaint like family or a friend or another organisation.

If you are not happy with the outcome, contact the NDIS Quality & Safeguards Commission
Ph: 1800 035 544 or <http://www.ndiscommission.gov.au/>