



Ngudu-wirlang Consultancy

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📍 Mount Sheridan QLD 4868

COMPLAINTS MANAGEMENT POLICY

Purpose

Ngudu-wirlang Consultancy is committed to providing high-quality services to our clients. We understand that sometimes things may not go as planned, and we value the opportunity to listen to your concerns and resolve any issues promptly. This Complaints Management Policy outlines our process for handling complaints and ensuring that we learn from them to improve our services.

What is a complaint?

A complaint is an expression of dissatisfaction or concern about a service or aspect of our service provided by Ngudu-wirlang Consultancy. This includes, but is not limited to:

- Poor quality of service
- Unmet needs or expectations
- Delay or failure to provide a service
- Disagreement with a decision made by our staff
- Any other issue that affects the quality of our service

How to make a complaint

If you are unhappy with the services provided by Ngudu-wirlang Consultancy, please contact us using one of the following methods:

- ❖ *Phone:* 0434 799 635
- ❖ *Email:* ngudu-wirlangconsultancy@outlook.com

Please provide as much detail as possible about the issue you are experiencing, including:

- Your name and contact information
- A clear description of the issue
- The date and time the issue occurred (if applicable)
- Any relevant documentation or evidence

Your rights

As a client of Ngudu-wirlang Consultancy, you have the right to make a complaint if you are unhappy with the services provided. We will:

- Listen to your concerns and respond in a timely manner
- Investigate your complaint thoroughly and fairly
- Provide you with a written response outlining the outcome of our investigation and any actions we will take to resolve the issue
- Keep you informed of any progress and outcomes related to your complaint

Making a complaint to the NDIS Quality and Safeguards Commission

If you are not satisfied with the way we have handled your complaint, you can escalate it to the NDIS Quality and Safeguards Commission. They can be contacted at:

Phone: 1800 035 260

Email: nds.qualifications@safeguarding.ndis.gov.au

Online: <http://www.ndis.gov.au>

The NDIS Quality and Safeguards Commission has published guidelines for effective complaint handling, which we follow in managing complaints. You can access these guidelines on their website.

How we will handle your complaint

When we receive a complaint, we will:

1. Acknowledge receipt of the complaint within 24 hours
2. Investigate the complaint thoroughly and fairly, gathering all relevant information
3. Provide a written response outlining the outcome of our investigation and any actions we will take to resolve the issue
4. Keep you informed of any progress and outcomes related to your complaint
5. Review our policies and procedures to ensure they are effective in preventing similar complaints from occurring in the future

Confidentiality

We will maintain confidentiality when handling your complaint, except where disclosure is required by law or necessary to investigate and resolve the issue.

Review and Revision

This Complaints Management Policy will be reviewed annually, or as required by legislation or regulatory changes. We reserve the right to revise this policy at any time.

By following this policy, we aim to provide excellent services and ensure that our clients feel valued, respected, and heard.

Please feel free to contact us if you have any questions or concerns about this policy.

Angelika Williams
Owner/Operator
Ngudu-Wirlang Consultancy