

This document explains how we at Corvus Green Distribution manage and deal with complaints relating to NDIS services.

Complaints about our service, products and conduct can be made simply by sending an email to the following email address: downundercare.com.au, or directly from any the contact forms on our websites and expressing your concerns in a timely manner.

Alternatively, you can call our sales number on 07 3881 1632 during office hours where we will be happy to discuss and quickly resolve your concerns confidentially and with care and due concerns.

We will register and document your complaint in our system.

Normally a conversation with staff will quickly resolve any service problems you may have.

Escalation

Should your complaint not be resolved with us as you consider fit, you are able to complain to the NDIS directly via the following means explaining your concerns via the following means:

- Online via their website: [Feedback form](#) or live chat
- Email: enquiries@ndis.gov.au
- Phone: 1800 800 110 (NDIS National Contact Centre), Monday – Friday 8am to 8pm
- In person: by visiting an NDIS office, Local Area Coordinator (LAC) or Early childhood (EC) partner
- Mail: NDIA, GPO Box 700, Canberra ACT 2601.
- If you need an interpreter, call the Translation and Interpreting Service (TIS) on 131 450 and ask to be connected to the NDIS
- If you have hearing or speech loss, contact TTY on 1800 555 677 or the National Relay Service on 1800 555 727.

If they can't help you, they will try to refer you to someone who can.

Helping to understand what happens when a complaint is made:

To encourage you to feel safe and supported to share your views and experiences with the NDIS, they have their own Enquiries, Feedback and Complaints policy. The policy outlines what you can expect from us and includes our enquiries, feedback and complaints handling principles. They are:

- transparent – we will make it simple and clear to raise a complaint. We will do this with accessible and well-publicised channels.

- responsive – we will consider your complaint quickly and seriously. We will let you know what to expect.
- respectful – we recognise your safety and rights when you raise an issue. Our staff are accountable and will respond to you with empathy and understanding.
- empowering – we encourage and enable people with disability to raise issues with us directly. We value your experience by learning from it to improve how we do things.
- connected – we will support you to access, engage with, and navigate our processes. We will support you to get as close to your desired outcome as possible, while adhering to NDIS legislation and guidelines.

Corvus Green Distribution will work closely with NDIS if required to examine what has occurred and rectify any matters that have not already been remedied.

Corvus Green Distribution has a documented system to collect and review complaints and address any issues raised through a complaint including register and or continuous improvement process should any shortcomings be apparent.