



Complaints and Feedback

We actively encourage your feedback and input. This allows us to provide safe and quality services. You can provide feedback or complaints anonymously, or through written or online surveys or you can talk to your worker about your concerns and they will help you fill in a complaints form, if you prefer. We value your feedback on the following:

- quality of care received;
- consistency of services provided;
- support worker performance;
- supports that work for you;
- changes you want made to assist you; and
- what you like and dislike about our services.

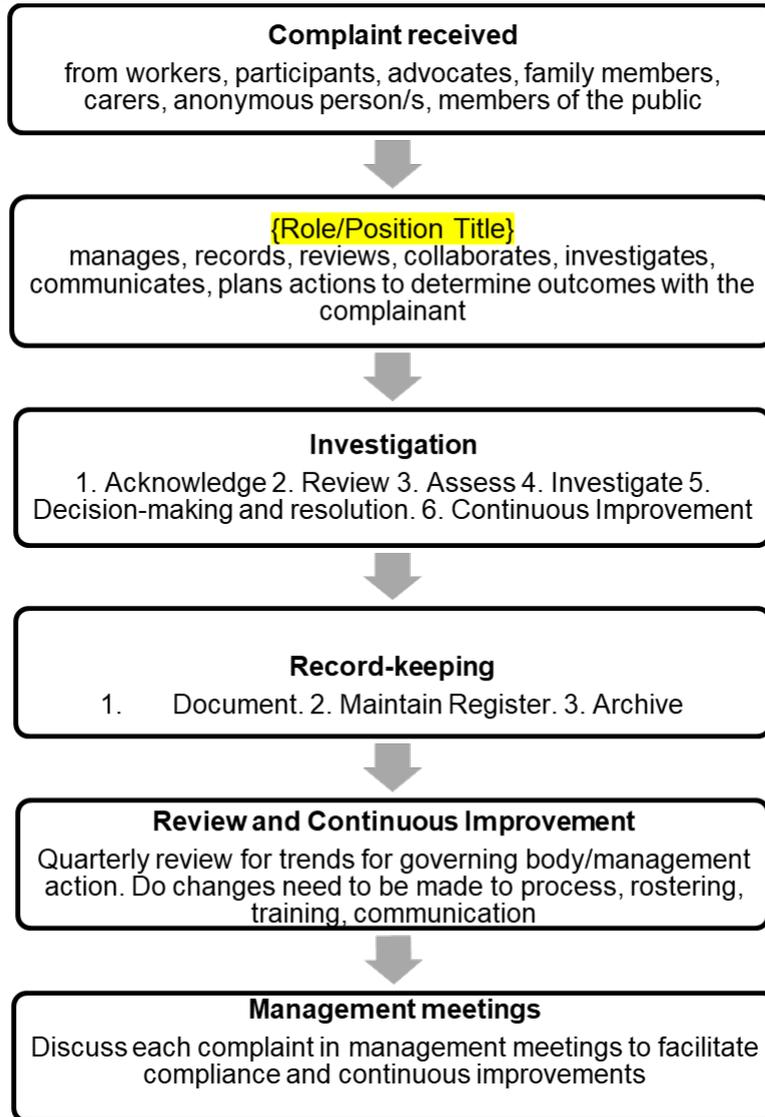
You have the right to receive the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. Summit Community Network has processes in place to ensure you do not experience any reprisal or retribution for a complaint you make.

You can make an anonymous complaint to our HR Manager using the Anonymous Complaints and Feedback form provided during the intake process.

You can make a complaint regarding our services or about a worker provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate;
- a family member;
- a close friend
- your care worker; or
- any other person you know and trust.

Below is a flowchart that demonstrates our commitment to your complaint or feedback. You can also be part of our feedback system by providing feedback and sharing ideas with our management. Don't hesitate to contact us if you wish to express your thoughts, lived experience and ideas.



Please send your complaints addressed to the HR Manager via

Online complaints form:	Via website
Email:	Hr@scn.org.au
Postal address:	Unit 27, 5-7 Anella Ave, Castle Hill 2154

Once a complaint has been received, Summit Community Network 's HR Manager will investigate the complaint and find a resolution. The HR Manager will notify you in writing to confirm that your complaint has been received. We will provide you with the expected date Summit Community Network of the complaint resolution.

The complaint will then be investigated, and a plan to resolve it will be created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved.



If you are not happy with the solution proposed by Summit Community Network regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman – Disability Services

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au



NDIS Complaints

Telephone: 1800 800 110

Email: feedback@ndis.gov.au or

Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>

