

## Emergency or High Risk Incident

If there is an emergency or high risk incident, please contact the appropriate numbers:

- 000 - when there is immediate risk of harm or illness to the client, self or others
- 0411 734 169 - Kathryn Roberts AB Consultancy Director
- NDIS Quality and Safeguards Commission - 1800 035 544

## Raising a Complaint with AB Consultancy

We recognise that sometimes things can go wrong and you may feel that your expectations are not being met within service delivery. If you have an unresolved issue or a complaint, please raise this with AB Consultancy staff. It is important to work together, talk, listen and find solutions to any issues or problems so AB Consultancy can continually improve and reflect on ways to deliver services.

## Types of Concerns and Complaints

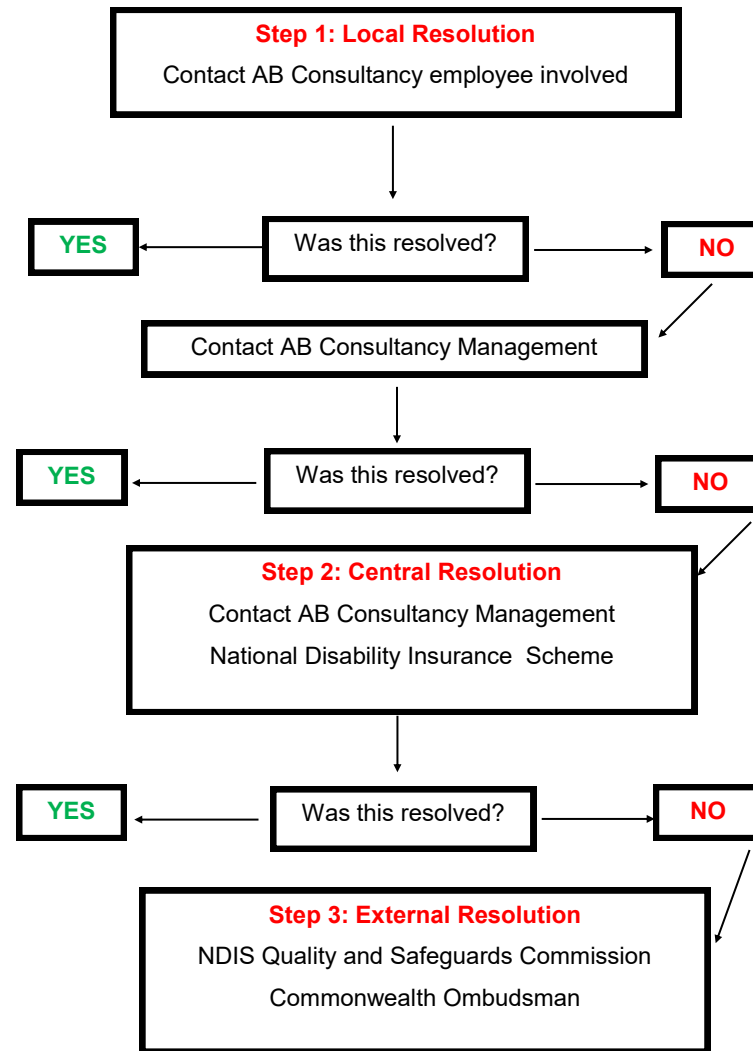
You may choose to make a complaint if you believe that AB Consultancy has:

- Done something wrong
- Failed to do something we should have
- Acted unfairly or impolitely

Your concern or complaint may be about:

- The type, level of or quality of services
- The behaviour and decisions of staff
- A policy, procedure or practice

Your complaint may not be any of the ones listed but it is important to voice your issues and concerns so that you are heard in a respectful and professional manner. Feedback is also welcome in regards to policies.



**AB Consultancy**  
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*Raising a  
complaint, issue  
or concern with  
AB Consultancy*



*AB Consultancy  
Disability & Education*

Phone: (08) 8552 3760

# Steps to take if you have a complaint.....

**Step 1: Talk to us first. The issue or complaint is generally quickly resolved within the process AB Consultancy has in place.**

AB Consultancy endeavours to resolve concerns or complaints at a local level wherever possible. If you choose to speak with an employee first, they will then raise the concern with management so they are aware of the issue, concern or complaint. Make a time to talk with management to discuss your concerns, either in person, over the phone or you may wish to put your concerns in writing in a letter or email.

If your concern is about management, it is best that you still seek to talk with management first. However, if you do not feel comfortable with that you may wish to use an intermediary such as an advocate or the NDIS Local Area Coordinator to assist you in resolving the matter. LAC Victor Harbor Office - 1800 931 543.

Most complaints are resolved quickly, often within days. Management will aim to resolve your complaint within a four week cycle, however in complex cases it may take longer. If this is the case management will advise you of that.

## Step 2: Central Resolution

If you are not satisfied that your complaint has been resolved at the local level, then you may choose to seek support from the National Disability Insurance Scheme.

Within your Service Agreement a copy of the NDIS Complaint Form has been included for your use. You may complete one of these at anytime and email your form to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au), post it to the National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601 or drop your form into any NDIS office. The local office is Mission Australia Tenancy 1, Unit 7, 46 Ocean Street, Victor Harbor SA 5211.

[NDIS Online Complaint Form](#)

[Disability Advocacy agents in South Australia](#) may also be a service you wish to consider using if you do not feel comfortable speaking with AB Consultancy management and staff.

Disability Advocacy and Complaints Service of South Australia - (08) 7122 6030

Advocacy for Disability Access and Inclusion Inc - (08) 8340 4450

Disability Rights Advocacy Service Incorporated Adelaide - (08) 8351 9500

AB Consultancy can help you by:

- Providing advice and support about the issues behind the concern or complaint.
- Engage in conflict resolution strategies and meetings to address the concern or complaint.
- Objectively reviewing complaints through a formal review process.

## Step 3: Other ways to resolve your issue

If AB Consultancy management cannot resolve your concern or complaint to a level where you feel the concern or complaint has been adequately addressed and resolved, you may wish to use an external agency.

External agency contact point:

NDIS Quality and Safeguards Commission - Interpreters can be arranged.

[Online NDIS Quality and Safeguards Commission Complaint Form](#)

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

[Commonwealth Ombudsman](#)

The Ombudsman's office can help people with disability with any issue or concern that you do not feel has been addressed by AB Consultancy.

Appointment Only

Level 4, 22 King William Street, Adelaide, South Australia, 5000

Phone - 1300 362 072

Please feel free to ask for any additional complaint supports. There is a large collection of resources in the office.

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Disability & Education**

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E-mail: