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## Complaints Management Policy

### Policy brief & purpose

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. This policy has been designed to provide guidance to both our clients and employees on the way Thomsen Builders & Carpenters Pty Ltd receives and manages complaints. We are committed to being consistent, fair and impartial when handling complaints. The objective of this policy is to ensure:

- You are aware of our complaint lodgment and handling processes
- Both client and our employees understand our complaints handling process
- Your complaint is investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits considering individual circumstances and needs.

### How to lodge a complaint

If you are dissatisfied with a service provided by us, you should in the first instance consider speaking directly with the employee you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our Buildertrend portal, through our feedback and surveys page
- By telephoning us on 1300 734 403
- By writing to us PO BOX 4111 Bradbury NSW
- By emailing us us [accounts@thomsenbuild.com.au](mailto:accounts@thomsenbuild.com.au) (office manager), [lawrence@thomsenbuild.com.au](mailto:lawrence@thomsenbuild.com.au) (production manager), [jason@thomsenbuild.com.au](mailto:jason@thomsenbuild.com.au) (sales manager)
- In person by speaking to any of our managers. If we receive your complaint verbally, we may ask you to put your complaint in writing.

### How to lodge a complaint to the NDIS Commission – *From NDIS Fact sheet: How to make a complaint* <https://www.ndiscommission.gov.au/document/806>

We encourage you to try to talk directly to your NDIS service provider first to resolve a complaint. All registered providers must have an effective complaints management system. If you do not feel comfortable speaking to the provider or are not satisfied with the result of your complaint, please contact us. Our complaint service is free, completely independent of the NDIS and confidential if needed. We promise to listen respectfully to your situation in full and discuss steps going forward.

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**IMPORTANT NOTICE:** This is private and confidential and may contain legally privileged and/or commercially sensitive information. If this communication is not intended for you and you are not an authorised recipient of this, you are prohibited from dealing with or relying on the or any file attachments. This prohibition includes reading, printing, copying, re-transmitting, disseminating, storing or in any other way dealing or acting in reliance on the information. If you have received this in error, we request you contact the sender immediately by return and then destroy any electronic or paper copy of this message. Reasonable steps have been taken to ensure the accuracy and the integrity of this communication but the sender and his/her employer accepts no liability for materials transmitted or for results of any actions taken or not on the basis of the information in this communication. Privilege in the contents of the or any file attachments is not waived if the I is inadvertently sent to the wrong address. This has been scanned through virus scanning software, but no guarantee is given that this and any file attachments are virus free



Thomsen Builders & Carpenters Pty Ltd

Ph: 0246 253 186

Email: [accounts@thomsenbuild.com.au](mailto:accounts@thomsenbuild.com.au)

Mail: PO Box 4111 Bradbury 2560

Builders Contractor License No. 340228C

ABN: 76 634 183 127

Website : [www.thomsenbuild.com.au](http://www.thomsenbuild.com.au)

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In resolving an issue, we may:

- Request information to clarify the issues
- Help you communicate with an NDIS provider
- With your consent, speak to the NDIS provider
- Communicate responses from an NDIS provider to you.

You may withdraw your complaint at any time.

An issue may be referred to conciliation or investigation. Conciliation helps everyone to understand the issues and to reach an agreement on how an issue can be resolved.

An investigation may be conducted if serious compliance issues or risks to people with disability are raised in the complaint.

**Where to go**

**"I'm not happy with an NDIS funded service"**

**The NDIS Commission**

Call 1800 035 544

Visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**"I'm not happy with an NDIA action or decision"**

**NDIA or Commonwealth Ombudsman**

Call 1800 800 110

Visit [www.ndis.gov.au](http://www.ndis.gov.au)

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**"I'm not happy with a service provided by another agency or body"**

**Your state or territory complaints body**

Find links on our website

Visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**"I'm at immediate risk of harm, or have concerns about a person's wellbeing"**

Call 000 immediately.

**Who can make a complaint**

**Anyone can make a complaint.**

This includes NDIS participants, other people with disability, friends, families, carers, advocates, workers etc.

**If you need to make a complaint about your NDIS funded services:**

**Complaint contact form**

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**Call us**

1800 035 544 (freecall from landlines)

**National Relay Service**

[www.relayservice.gov.au](http://www.relayservice.gov.au)

then 1800 035 544

**Translating and Interpreting Service**

131 450

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## Complaint process

We acknowledge:

Within three business days of receiving your complaint we will acknowledge receipt of your complaint.

We review:

We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

We investigate:

Within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

We respond:

Following our investigation, we will notify you of our findings and any actions we may have taken in regard to your complaint.

We act:

Where appropriate we amend our business practices or policies.

We record:

We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

## Information we need to lodge your complaint

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The name of the person you have been dealing with about and the service
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Details of conversations you may have had with us that may be relevant to your complaint
- Copies of any documentation which supports your complaint.

## Recording your complaint

When taking a complaint, we will record:

- your name and contact details.
- details of your complaint including the facts and the cause/s of your complaint
- the outcome and any actions taken following the investigation of your complaint.

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- dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure. Where a third party was involved we may be required to speak with them to fully investigate your complaint.

## Client Feedback

We are committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within 3 business days. Once your complaint has been received, we will undertake an initial review of your complaint. There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain this and the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. You have the right to make enquiries about the current status of your complaint at any time by contacting us.

## Complaint about our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people).

We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance
- Providing them with an opportunity to explain the circumstances
- Providing them with appropriate support
- Updating them on the complaint investigation and the result.

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