

These are the Steps I take if I have a Complaint

- I would like to make a complaint about Bedford Services or Supports that I am receiving.
- I can talk to my Supervisor/ PTO/ DSW /SDSW/ SSW/Contact Officer / Client Services Representative or any staff member that I feel comfortable with. I can always have a support person (advocate) with me.
- I can call **8275 0373** or I can email complaints@bedfordgroup.com.au or I can complete and return a complaints form.
- I will be listened to and no one will treat me badly if I make a complaint.
- I will be given feedback and will be involved in the process until it is fixed.
‘Nothing about me without me’

If you think Bedford did not do a good job fixing your complaint then let us know!

I can make a complaint to the NDIS Quality and Safeguards commission Tel 1800 035 544 or complete an online complaint form available at www.ndiscommission.gov.au

I could ring the Complaints Resolution and Referral Services, Abuse and Neglect Hotline Tel: 1800 800 052



We have received a Complaint – What will Bedford do?

1. We will listen to your complaint and ask you if you would like a support person / advocate with you.
2. The supervisor / PTO / DSW / Contact Officer / Customer Services Representative will try their best to help you solve your complaint – early resolution.
3. We will acknowledge, assess and resolve your complaint in a fair, efficient and timely manner.
4. We will document your complaint in our electronic systems (CIMS and Skytrust).
5. We may need to seek advice from a Manager, Client Manager, other staff members or external sources to help fix it.
6. We will investigate and may need to talk to witnesses and complete interviews. These will also be documented.
7. We will give you feedback and include you throughout the process until your complaint is resolved. We will explain to you what the outcome of your complaint is and the reasoning behind the decision that was made.

More detail regarding the complaints process, external mechanisms and advocacy services can be found in our Management of Client Complaints Policy. This can be found on the Bedford website and in Skytrust.