

Complaints procedure

Parex Care is committed in ensuring that everyone is able to make a complaint easily and it is dealt with quickly, fairly and sensitively. We will make every effort to resolve the complaints we receive to the satisfaction of everyone involved.

If you make a complaint to Parex Care you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy.

Who can make a complaint?

Anyone can make a complaint to Parex Care. You do not have to be receiving services from us to make a complaint and you may make a complaint on behalf of someone else.

Complaints received anonymously will be accepted and investigated as far as possible.

What can I make a complaint about?

You can make a complaint to Parex Care about any aspect of its business or the services it provides.

Whom do I make a complaint to?

You can make a complaint to any Parex Care staff member. We encourage you to firstly discuss your complaint with staff directly involved, or with the manager.

If the complaint is about a particular service or group of staff in Parex Care , then either another area of Parex Care will handle the complaint or an independent party may be called in to investigate the complaint.

How do I make a complaint?

Complaints can be made in a number of ways:

In person	We encourage you to firstly discuss your complaint with staff directly involved, or with the manager
By letter	Complaints Service Officer, 26/33 Hoblbeche Rd, Arndel Park 2148
By email	Feedback&Complaints@parexcare.com.au
By phone	02 9055 7252
Online	Make a comment, compliment or complaint Parex Care

If you need assistance in making a complaint, we are able to help you. We can organise an interpreter if you need one. You may wish to have an advocate or someone to support you or to act on your behalf to help you make a complaint. There are a number of advocacy services that provide this kind of help. There are other external agencies who may be able to give you advice or assist you in making a complaint. These include the [NDIS Quality and Safeguards Commission](#) and the [NSW Ageing and Disability Commission](#).

What happens once I make a complaint?

When you make a complaint we will explain:

- what will happen while the complaint is being dealt with
- what supports are available to you
- who will deal with the complaint
- what will happen next, such as when you are likely to be contacted again.

You should not be made to feel that you cannot make a complaint, nor should making a complaint have any effect on the services you are receiving from Parex Care. Please contact a senior member of staff immediately if you feel this may be the case.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further inquiries, it may take a few weeks to resolve. Where the complaint is about a more difficult matter, it may take longer to resolve.

Once the complaint is resolved as far as possible, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

Some complaints cannot be resolved completely. If so, Parex Care staff will help you to look at other options to address your issues, and may follow up with you afterwards to check that the outcome of the complaint handling process is meeting your needs.

What if I'm not happy with the outcome of the complaint?

If you are not happy with the outcome of the complaint, then you can ask Parex Care to review how the complaint was dealt with. You can do this in a letter, email, over the phone or in person. A more senior staff member may undertake the review.

Parex Care staff may gather additional information to review the outcome of the complaint. After you have asked us to review how the complaint was dealt with, if you are still unhappy with the outcome of a complaint then there are outside agencies that may be able to help. These include:

NDIS Quality and Safeguards Commission

You can complain to the NDIS Quality and Safeguards Commission about Parex Care or any aspect of services or supports that Parex Care provides, including an employee of the service. Further information about the NDIS Commission can be found at <https://www.ndiscommission.gov.au/> or by calling 1800 035 544.

Commonwealth Ombudsman

You can complain to the Ombudsman if you are not happy with actions or decisions that the NDIA has taken, for example administrative decisions such as the funding of disability services or supports. Further information can be found by calling 1300 362 072 or emailing ombudsman@ombudsman.gov.au.

Anti Discrimination Board (ADB)

You can complain to the ADB about discrimination, harassment and vilification. The ADB investigates and conciliates such complaints. Further information can be found at www.antidiscrimination.justice.nsw.gov.au or by calling (02) 9268 5555 (or 1800 670 812 – rural/regional callers

only). **Other websites**

- Australian Human Rights Commission <http://www.humanrights.gov.au/>
- NDIS Family and Carer Support <http://www.ndis.gov.au/families-carers>
- Information and Privacy Commission
http://www.ipc.nsw.gov.au/privacy/ipc_index.html