

## Information regarding complaints at Montrose

Montrose is required to meet the NDIS Practice Standards under the NDIS Quality and Safeguards Commission. This resource is designed to help staff and customers understand the complaints process and their role in managing complaints. For further information please see the Complaints Policy document.

Customers may provide feedback or make a complaint about the services provided by Montrose via two different paths:

### NDIS Commissioner

A customer can make a complaint to the NDIS Quality and Safeguards Commission about any issue connected to supports or services provided by Montrose.

In this circumstance, a staff member's role is to support the customer to contact the NDIS Commission.

The customer can make a complaint over the phone or by filling out an online form.

**NDIS Commission:** 1300 035 544

**Online form:**

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

The Commissioner will then decide what to do. This may include helping the complainant or other people affected to work with Montrose to resolve the complaint and undertake a resolution process.

### Montrose

A customer can make a complaint directly to Montrose.

### Formally

Formal complaints can be made to the Complaints Officer over the phone or via email.

**Phone:** 1800 193 32

**Email:**

[feedback@montrose.org.au](mailto:feedback@montrose.org.au)

The complaint will then undergo a full process of investigation, with customers being informed, if relevant at each step, including a final report being sent to the Executive Management Team.

Staff can access the Internal Complaints Flow Chart for further details of this process.

### Informally

Any concerns or informal feedback that staff receive should be discussed with your immediate Manager in the first instance, prior to forwarding to the Complaints Officer if required.

These will then be registered on the complaints register. These will be reviewed and relevant actions will be recommended for the Continuous Improvement Register.