



Compliments and Complaints

At Catalyst we welcome your feedback. Compliments, complaints and other feedback assists us to improve the services we deliver.

We take your feedback seriously. We will support to raise issues or make a complaint. We will investigate the issue, involve you in the steps along the way to resolving it in an objective way and let you know the outcome.

When you make a complaint, you can have a support person help you. You can expect that we will always:

- Listen to what you have to say and record it on our Compliments and Complaints Register;
- Acknowledge your complaint and take it seriously;
- Keep your complaint confidential and private
- Investigate the issues you raised and keep you informed throughout the process;
- Act with fairness and objectivity;
- Manage the complaint with professionalism and courtesy;
- Provide you with a response on completion of our investigation.

You can make a complaint to Catalyst in the following ways:

- Speaking to your support coordinator, course facilitator or the NDIS Outcomes Manager;
- Phoning (03) 9038 9292
- Emailing office@catalysttds.com.au



If you are not happy with the resolution or the way in which Catalyst has dealt with your complaint you can:

- Ask Catalyst to review the issues telling us where you think we have not heard you or acted fairly
- Complaints to the NDIS Quality and Safeguards Commission can be made by:
- Talk to the NDIS Quality and Safeguards Commission – you can find their on-line complaints form at
 - Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged
 - National Relay Service and ask for 1800 035 544
 - Completing the online complaint contact form at www.ndiscommission.gov.au
 - Go to the www.ndiscommission.gov.au where you will also find fact sheets about how to make a complaint to the Commission, how they will deal with your complaint and other useful information on their website.