

Making a customer complaint

Information for patients and carers

What is a customer complaint?

As a patient or carer, you can express dissatisfaction with the service or products provided by Superior Health Care (or its staff), including decisions made or actions taken.

How does the company manage my customer complaint?

The company is committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights. For information about how the company manages customer complaints you should refer to the NDIS Page [online](#).

Customer complaints are handled in accordance with the [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018](#).

For customer complaints about non-conformance matters, you are encouraged to use the following three step approach:

1. **Early resolution:** the best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment to discuss your complaint with a NDIS approved staff member or General Manager. You are also welcome to lodge your complaint in writing or over the phone. You can also make a complaint through our '[Contact Us](#)' page online.

Our warehouse reception staff may be able to assist you through this process or provide you with advice.

Reception Hours: - Monday to Friday 9am to 5pm
 Contact phone: - 03 8787 8222
 Contact fax: - 03 8787 8333
 Email: - admin@superiorhealthcare.com.au

2. **Internal review:** if, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the General Manager to conduct a review. You need to submit a request for a review within 28 days of receiving the complaint outcome.
3. **External review:** if you are dissatisfied after the internal review, you may wish to contact a review authority, such as the Disability Services Commissioner, and request an independent, external review.

Disability Services Commissioner

Enquiries and complaints: 1800 677 342 (free call from landlines)

General office enquiries: 1300 728 187 (local call)

Email: contact@odsc.vic.gov.au

www.odsc.vic.gov.au

Some matters need to be handled in a different way to general non-conformance matters and will be referred to other areas in the company. These include:

- issues about harm, or risk of harm, to a client, which must be managed in accordance with the [NDIS Incident Management and Reportable Incidents Rules 2018](#)

You can make an anonymous complaint; however, please understand that if you do not identify the non-conformance, or if you advise that you do not wish the non-conformance to be contacted, it may limit how your complaint can be assessed and resolved. If no contact information is provided, the company cannot reply back to you.

What are my responsibilities when lodging a customer complaint?

You have a right to make a complaint to the company, however, you also have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated
- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information when making a customer complaint and inform the company of any changes impacting on your complaint
- understand that if the complaint is complex, it can take time to assess, manage and resolve.

What happens after I make my complaint?

If your complaint is not resolved during your initial contact, we will aim to resolve your complaint as quickly as possible, taking into consideration the complexity and timing of your complaint. As a general guide, complaints requiring inquiry or some investigation may take longer to resolve. Public holidays may also impact the time it will take to resolve a complaint.

Once your customer complaint has been resolved, you will be contacted and informed of the outcome of your complaint, any recommendations, and any review options available to you.

For information privacy reasons, the company is unable to provide you with information about other people involved in your complaint.