



Connect and Explore

Complaints and Feedback



Questions covered in this policy:

1. What does Connect and Explore think of complaints and feedback?
2. What is a complaint and feedback?
3. How can I make a complaint or give feedback?
4. What are some ways I can give a complaint or feedback?
5. What will happen when I give feedback or a complaint?
6. What if I want to make a complaint but do not want to talk to someone at Connect and Explore?



1. What does Connect and Explore think of complaints and feedback?



Everyone has the right to make complaints and give feedback



Your complaints and feedback help Connect and Explore respect your human rights and be a better organisation



Connect and Explore welcomes complaints and feedback from everyone



2. What is a complaint and feedback?



A complaint is something you are not happy about. This can be about anything at Connect and Explore



Feedback is sharing your ideas and feelings about anything at Connect and Explore. Feedback can be about something you want to see done better or something that is being done well.



3. How can I make a complaint or give feedback?



You can make a complaint or give feedback any way you like. Connect and Explore will make it easy for you



4. What are some ways I can make a complaint or give feedback at Connect and Explore?



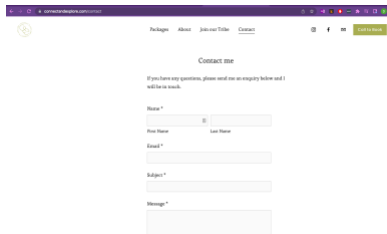
Talk to Connect and Explore team



Call Connect and Explore
0429 146 117



Email Connect and Explore
www.connectandexplore@hotmail.com



Via our website
<http://www.connectandexplore.com>

*You can choose if you want to give your name and details or not.



5. What will happen when I give feedback or a complaint?

We will help you to make the complaint or give feedback.



- People who work at Connect and Explore need to make it easy for you.
- We will ask what you would like to happen.



Your complaint or feedback will be reported to the manager or CEO. They will:

- contact you within 1 working day
- make sure they understand your complaint or feedback
- stay in contact with you so you know what is happening
- get back to you within 2 weeks
- The Manager may have to tell other people outside Connect and Explore about your complaint, like the Police or Child Safety
- They will tell you if they have to tell other people



Your complaint or feedback will be put in the computer system



You can dispute what has been done.
This means saying you do not agree with what has
been done



6. What if I want to make a complaint but do not want to talk to someone at Connect and Explore?



You can contact Your Call Whistleblowing services

- You can ring them on **1300 790 228**
From 7am-12am (midnight)
- You can make a online report using the code: connect and explore
www.yourcall.com.au/report



You can complain to NDIS Quality and Safe Guards commission in the following ways:

- Ring **1800 035 544**
- You can complete a 'Complaint Contact Form' on their website
www.ndiscommission.gov.au/about/complaints



If you are deaf or find it hard speaking you can

- **Ring** national relay service on **1800 555 727** or **TTY 133 677**
- Then ask for 1800 035 544
- You can also **SMS 0423 677 767**



You have the right to complain to others places to

- We will give you a list of these places when you join Connect and Explore. You can ask for this list any time.

