



Easy Read Guide

Complaint Handling Guide



At Parent to Parent, it is important to us that we do our work well. We also know that sometimes things go wrong. We know that it is important to address concerns and problems quickly, fairly and respectfully. This guide talks about how to make a complaint if you are not happy with the way we do things. It tells you what we do to fix the problem.

This guide has words that you may not know or understand.

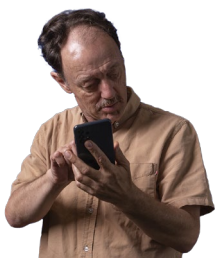
We will try to explain them in a way to help you to understand.

Making a complaint



Talk about it:

If you have a problem, it is a good idea to talk to the person involved as soon as you can. If the problem still isn't fixed, you can talk to the person's boss.



Send an email or write a letter:

If the problem still isn't fixed, or if you don't want to talk to the person, you can write a letter or email and send it by email or the post. You can also go to the Parent to Parent website and fill in an online complaint form.



Complaint Information:

To be able to fix the problem, we need to have some information or details. The things we need to know are what happened, who the person was, when it happened. If you make a complaint you don't have to tell us your name but it will help us when we are working out what we need to do.

What happens next



Getting the Complaint:

When we get the complaint, we will let you know that it was received.



Investigation:

We will get someone to look at the complaint to see what needs to happen. When they look at it, they will be fair and quick.

Closure



Getting a solution

Once we have worked out what happened, we will talk to you to tell you what we found out. We will do this as quickly as we can but sometimes it will take a bit of time. We might need to change some of our rules to make the way we do things better



Appeals Process

If you are not happy with the result of the complaint, you can ask us to have another look at the information. To do that, you can write to us and tell us what you are not happy about. This needs to happen within two weeks. We will check the information again.



Getting more help

If you are still not happy with the result of the complaint, you can tell the NDIS Quality and Safeguards Commission.

To do that you can fill in a form online [Making a complaint | NDIS Quality and Safeguards Commission](#) or you can phone them on **1800 035 544**

We can help you if you would like support to make a complaint to the Quality and Safeguards Commission.



Closure

We will make a final decision after we have had another look at everything. We will write to you to tell you what we have decided and why. That will then be the end of the complaint process.

Confidentiality and Guide Information



Confidentiality and Documentation

We will not tell anyone that you made a complaint. We will keep all of the papers somewhere where other people can't read them. We will follow the rules about private information.



Training and Review

We will make sure that our staff know what to do if someone makes a complaint. We have policies that they need to read and know about.

We will keep on looking at this guide to see if we can make it better.

Contact Information



If you want to ask a question about this guide or make a complaint, you can contact:

The Chief Executive Officer (CEO) by sending an email to manager@p2pqld.org.au
