



GIZMO REHABILITATION

Smarter Advice about Specialised Equipment

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Medicare Provider: 0731306J

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COMPLAINTS MANAGEMENT PROCESS

1. Complaints may be made in writing, by website feedback or e-mail, by telephone or any other form in respect of a service that I have provided, and which has been paid for.
2. You may at any time refer your complaint direct to the NDIS Commission or the Australian Health Practitioner Regulation Agency (AHPRA):
 - a. You can email the [NDIS Commission](mailto:contactcentre@ndiscommission.gov.au) at contactcentre@ndiscommission.gov.au or call on 1800 035 544.
 - b. You can email the [Australian Health Practitioner Regulation Agency](http://www.ahpra.gov.au) at or call on 1300 419 495.
3. All feedback regarding service delivery, including complaints, is welcomed as an avenue to reflect on current service delivery in order to improve future service delivery.
4. All clients will be treated fairly, all complaints acknowledged and evaluated, and no clients will be disadvantaged because of lodgement of a complaint.
5. All complaints will be investigated privately, unless specific permission is supplied to release personal details to a third party in order to help resolve or conclude the complaint process.
6. Written records will be kept of all complaints and all communications undertaken in their investigation.
7. I will send you a written or electronic acknowledgement of a complaint within 10 business days of receipt and will in the first instance respond to your complaint directly.
8. Within four weeks of receiving a complaint, I will send you either:
 - a. a final response which adequately addresses the complaint, or
 - b. a holding response, which explains why I am not yet in a position to resolve the complaint and indicates when I expect to be able to provide a final response and/or will make further contact with you, or
 - c. a final response which indicates why I am unable to address the complaint.
9. Where redress is agreed appropriate, I will offer you fair compensation for any acts or omissions for which I am professionally responsible and will comply with any offer of redress which you accept in writing. Appropriate redress will not always involve financial redress.
10. I reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint, or to decline to consider complaints regarding services that have not yet been paid for. There may be instances where I will waive these requirements at my discretion. I will confirm to you in writing if a complaint has been made that I am not prepared to consider.
11. I reserve the right to decline to continue communications re a complaint and/or decline to continue to provide future service, where communication from clients and/or their representatives subjects me to harassment in any form, or otherwise results in irreparable damage to the ongoing service relationship. I will confirm to you in writing if I am unwilling to continue communications re a complaint or a service relationship.
12. If you remain dissatisfied with the response to your complaint, you may refer the matter to the NDIS Commission or the Australian Health Practitioner Regulation Agency (AHPRA) as above.