

Complaints and Feedback

We welcome feedback, compliments, concerns and complaints. This document explains how you can share feedback or make a complaint, and what you can expect from us. It is written in Easy Read.



You have the right to

Be listened to respectfully.

Share feedback or concerns safely.

Make a complaint without being treated differently.

Get support to make a complaint.

Use your preferred way of communicating.

Involve a support person, advocate, family member or friend.



Who can give feedback or make a complaint?

Anyone can.

This includes participants, parents and carers, family members, support coordinators, advocates, community members, and staff.

You can also make a complaint anonymously if you prefer.



How to give feedback or make a complaint

Contact us in the way that feels most comfortable for you.

You can speak with us in person.

You can call us.

You can send an email or a text message.

You can use your AAC or communication system.

You can ask someone to speak for you.



Complaints Officer

Our Complaints Officer is Nikki Stambolie, Speech Pathologist.

If you do not feel comfortable speaking with her, you can speak with another staff member instead.



Step 1 — We acknowledge your complaint

We let you know we received it.

We explain what happens next.

We tell you who is managing it.

We offer support if you need it.



Step 2 — We review the concern

We listen carefully to everyone involved.

We review the information.

We work to understand what happened.



Step 3 — We work towards a resolution

We try to fix complaints as quickly as we can.

This is usually within 21 business days.

We keep you updated along the way.



Possible outcomes

Outcomes may include an apology, changes to how we do things, extra staff training, a refund, or help to move to another provider.

We are committed to learning from feedback.



Will making a complaint affect my support?

No.

Making a complaint will not affect the services, care or support you receive.

We want everyone to feel safe and respected when raising concerns.



Privacy and confidentiality

We treat all complaints privately.

We only share information if the law requires it, if there is a safety concern, or if it is needed to manage the complaint.

Records are stored securely.



Who can I talk to?

Hunter Speech Pathology

The Colonial Centre, Units 9-10 / 420 High Street,
Maitland NSW

Practice Director: Nikki Stambolie

Phone: (02) 40 867 211

Email: nikki.stambolie@hunterspeechpathology.com



If you are not happy with our response

You can contact the NDIS Quality and Safeguards Commission on 1800 035 544.

You can also contact Speech Pathology Australia.

We can support you to contact them if you would like.



Thank you

Feedback helps us keep building safe, respectful, family-centred services for our community.

We appreciate you sharing your experiences with us.

