

# Feedback and Complaints Policy

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Grow Support Services is committed to doing our best to resolve any issues raised by participants or interested parties in a responsive, fair and consultative manner.

We encourage people to provide feedback, raise concerns or complaints about any aspect of our service. We investigate and evaluate feedback and complaints to ensure we are continuing to improve the quality of our service.

We will support people through the complaint handling process, linking to external agencies such as Advocacy services and the NDIS Quality & Safeguards Commission, if applicable.

Grow Support Services staff are trained on effective complaint handling processes and commit to abiding by the NDIS Code of Conduct and NDIS (Complaints Management and Resolution) Rules 2018.

Grow Support Services is committed to providing people with accessible mechanisms to provide feedback, compliments and complaints. However, if you feel uncomfortable using Grow Support Services internal complaints process, complaints can be lodged directly with the NDIS Quality and Safeguards Commission via the dedicated complaints reporting line

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Email [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

