

Complaints Flowchart

1. Lodge a complaint

- complete a complaint form
- speak in private with a Team Leader or trusted staff member
- write a letter, email or phoning the GPSO office on 02 6964 3199
- submit complaint form via website www.gpsso.com.au

Ensure to include what outcome you are hoping to achieve.



2. Acknowledgment of complaint

- The General Manager will acknowledge receipt of your complaint within 2 business days and commence appropriate investigation.



3. Participate in meetings

- You may be required to participate in meetings to further gather the facts of the complaint and/or meet with relevant parties involved. Your participation is crucial to the resolution of the complaint.



4. Updates and progress

- You will receive updates of the progress of the complaint throughout the process.



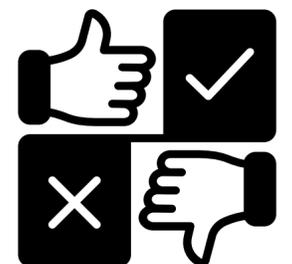
5. Outcome

- Once all appropriate investigations are complete, you will be informed of the outcome of the complaint.



6. Satisfaction

- You will be asked for your satisfaction once the complaint is complete.
- Satisfied - complaint resolved
- Unsatisfied - complaint can be lodged for appeal and internal review my GPSO



7. Appeal

- Satisfied - complaint resolved
- Unsatisfied - GPSO will refer you to make contact with the NDIS Quality and Safeguard Commission or relevant external service, such as advocacy support