

FEEDBACK AND COMPLAINTS

We welcome your comments about our service. They help EarlyEd give you and your child the best support we can provide.



**You have made a complaint
or reported an incident:
What happens now?**



1. EarlyEd staff will contact you as soon as possible to talk about your complaint / incident.
 - We will ask you for some information.
 - You can have someone with you when you talk to us.
 - We will try to help you with your complaint.
 - You can contact the ombudsman at any time for support
<https://www.ombo.nsw.gov.au/complaints>
 - Someone else might be able to help you with your complaint.
We can tell you who can help.
 - You can ask us to stop working on your complaint at any time.
2. If the staff member can't help, then your Team Leader will contact you within 3 working days and try to help. You can also contact a Board member.
3. If the complaint is not resolved, a representative of the Board will contact you, within 7 working days.
4. If the complaint is not resolved you:
 - may use an independent mediator and/or
 - can appeal to the Board.
 (Please note, the Board will meet within 21 working days.).
 EarlyEd can provide you with information about where to find independent advocates or mediators.
5. You can also contact the NDIS National Quality and Safeguards Commission to make a complaint. There are useful resources to look at as well.
<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

**We want to know what you think about EarlyEd services.
We want to make services better.
It's OK to complain! It can make services better.**

What you say will be kept confidential. It is against the law for people from your service to treat you badly when you make a complaint.