

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
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.
www.ndiscommission.gov.au/contact-us/makeacomplaint or call 1800 035 544.

**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.