



MELBOURNE OCCUPATIONAL
THERAPY SERVICES

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Making a Complaint about our Service

Melbourne Occupational Therapy Services is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

We take all complaints very seriously and welcome them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to your Therapist, the Director or the NDIS Quality and Safety Commission regarding any concern or issue that occurs during the delivery of our services or in connection with our services.

Your Rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to an Advocate or Representative of your choice if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

How to Make a Complaint

By email:

reception@melbourneotservices.com.au

By calling the Director – James Hunter on

03 7018 3158

By contacting the NDIS Commission:

- Via phone 1800 035 544
- by filling in an [online complaint form](#).

Our Complaints Procedure

- The Director will discuss with you (and your family/carer/advocate) all the details of the complaint, including the outcomes you would like to occur. You will be provided with information about the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information about the outcome/s of your complaint and be given the chance to ask for a review or refer the complaint to an Advocate or Representative of your choice.
- We will use your complaint to review our systems, policies and procedures to improve our services.

Our Obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 30 days and if the matter requires further investigation the Director will keep the participant informed.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

Melbourne Occupational Therapy Services will endeavour to resolve complaints as soon as we can and keep you informed of the process.