

What to do if you need to make a complaint

Moving in Tune is committed to providing high quality care and services and meeting your needs. We value your feedback – including complaints.

Please let us know what we do well and where we can improve our services.

You can let us know in that you have a concern to discuss in person, over the phone or in writing.

To notify Shona Lee directly:

- Email: shona@movingintune.com
- Call: 0416 820 252
- Post: Suite D, 161 Burns Bay Rd, Lane Cove 2066.

If you would prefer to discuss this matter with another person:

You can contact Phoebe Haselden -

- Email: pheehas@hotmail.com
- Call: 02 9418 9031

You can choose to remain anonymous when you make a complaint. Any complaint that you make will be treated confidentially – the details will be kept between you and us; and when requested, the NDIS commission. It is your right to make a complaint. Making a complaint will not jeopardise / adversely affect the rapport of our professional relationship or service that you receive. You will be treated with respect throughout.

How we handle complaints:

- We will hear the details of your concern to understand the matter and how it has impacted you.
- We will clarify what outcomes you would like to see as a result of making this complaint.
- We will attend to your concern in a timely manner and do our best to resolve the matter satisfactorily, checking in to see whether any corrective actions taken meet your expectations.
- All dealings will be respectful and fair.
- If required, a third party mediator can be brought in as well.

If you require further resolution, here is how to contact the NDIS Commission with your concern -

<https://www.ndiscommission.gov.au/participants/complaints>

Privacy:

Moving in Tune is committed to protecting your privacy. We collect and handle any personal information that you provide for the purpose of investigating and responding appropriately.

Moving in Tune will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with the NDIS Commission to deal with the matters identified in your feedback and you will be informed that we're doing so if that is the case.

You have the right to access your information and seek its correction under the Freedom of Information Act 1982. For information about making a Freedom of Information application please contact Shona Lee on 0416 820 252 or email shona@movingintune.com