



COMPLAINTS POLICY

Wicked Wheelchairs is a team of committed, positive and successful people who are determined to be the best in our field. We set high standards for ourselves and live up to our company mandate that enshrines our mission, purpose and customer service values.

Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

Our obligations as a provider of good and services to NDIS participants requires us to comply with the conditions of registration stated on our certificate of registration and demonstrate compliance with the NDIS Practice Standards.

Wicked Wheelchairs maintains our complaints management and resolution system so it is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution Rules) 2018.

Our commitment to you

- To find the right product for the customer.
- To use the best products and suppliers.
- To offer a level of service and support that is both professional and personal.
- To offer our clients value-based services that are recognised as uncompromised high quality.

Policy intent

- Treat all customers with respect, including those who make complaints.
- Assist people to make a complaint, if needed.
- Work cooperatively with advocates acting for a customer and their complaint
- Seek to resolve complaints without delay.
- Comply with this policy and its associated procedures.
- Address issues arising from individual complaints and implement changes as part of our operational continuous improvement.
- Keep informed on best practice in complaint handling.
- Review our complaints management system to ensure best practice.

Accessibility

We will ensure that information about how and where complaints may be made to or about us is easily available. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly customers who may require assistance.

If a customer prefers or needs another person or organisation to assist or represent them in the making and resolving of their complaint, we will communicate with them through their representative as advised.

Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

We are customer focused

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Customers making complaints will be:

- Provided with information about our complaint handling process
- Provided with accessible ways to make complaints
- Listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- Provided with reasons for our decision/s and any options for redress or review.

No detriment to customers making complaints

We will take all reasonable steps to ensure that customers making complaints are not adversely affected because a complaint has been made by them or on their behalf.

Early resolution

Where possible, we aim to resolve complaints at first contact with the customer.

On receiving your complaint, we will:

- Contact you within 24 hours to confirm we are addressing your concerns.
- Appoint an appropriate manager to investigate the circumstances surrounding your complaint.
- Contact you as soon as practicable to discuss the findings and to propose solutions and options for your consideration.
- Provide any further information or explanations as required.
- Take immediate action, and appropriate measures to both rectify the situation and prevent any opportunity for a reoccurrence.

Complaints process



Objectivity and fairness

- We will address each complaint with integrity and in an equitable, objective and unbiased manner.
- We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.
- Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Your feedback is important

If you are dissatisfied with your experience with Wicked Wheelchairs, please let us know immediately. Please call us on 07 55 000 882. Send us an email at info@wickedwheelchairs.com.au and be sure to include a contact phone number, so we can call you to discuss your concerns.

Or complete our contact/feedback for via our website <https://www.wickedwheelchairs.com.au/contact/>.

If you do not wish to contact us directly you can contact the NDIS Quality and Safeguards Commission on the below link.

<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. Their role is, working with NDIS participants, service providers, workers and the community to introduce a new nationally consistent approach so participants can access services and supports that promote choice, control and dignity.

Should you feel your complaint has not adequately been resolved, or that we have not delivered in all of the areas set out above, you can refer your concerns to www.accc.gov.au for further assistance.

As customers and stakeholders, you are our top priority and we take your feedback very seriously. We appreciate and thank you for taking the time to alert us to your experience.

Name	Signed	Date
Tracy Coles	<i>Tracy Coles</i>	07/11/2023