REAL LIVING OPTIONS
ASSOCIATION INC.
"Supporting a lifestyle for people with a disability"

Participant Concerns and Complaints

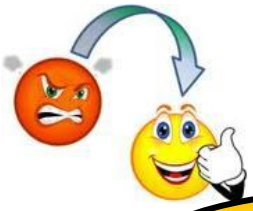


If you have a concern, tell us about it.

The members of the Support Team will do their best to resolve your concern/complaint with you.



You are happy with the outcome



Concern/ Complaint Resolved

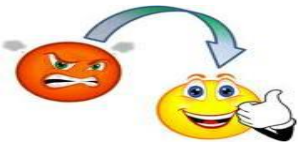
If you feel your concern/complaint has not been resolved or you would like your concern/complaint to be taken further please tell the Support Manager or General Manager or a member of the Grievance Committee.

Put your complaint in writing. A Family Member/Advocate or the Support Manager or General Manager can assist you with this if needed.



The Grievance Committee will meet to discuss the complaint and try to resolve it.

You are happy with the outcome



Concern/ Complaint Resolved



If you are still unhappy with the outcome from the Grievance Committee you can refer the matter to the:

NDIS Quality and Safeguards Commission by phoning 1800 035 544 (free call from landlines) or email feedback@ndis.gov.au