



# Making a Complaint - Summer Foundation

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## Your feedback is important

Our team is looking forward to working with you and supporting you on your housing journey. To make sure we provide the best possible service, we encourage you to give us any feedback about your experience working with us.

If you have a bad experience or are unhappy with any part of our service, please let us know. We will take all your comments seriously and work with you in the way you feel most comfortable to deal with any issues you have as quickly as possible.

This sheet provides information about the different ways we can work with you if you have feedback or want to make a complaint.

## Your rights

If you make a complaint, we will work with you in a way that respects your rights as an NDIS participant.

- You have a right to tell us how you want to work with us to deal with your complaint. This includes who works with you and how we communicate with you
- You have a right to make a complaint anonymously
- You have a right to involve any support person or an independent advocate of your choice in the complaints process
- You have a right to get a quick response to your complaint
- You have a right to be kept informed about how we are responding to your complaint
- You have a right to be taken seriously and treated with respect
- You have a right to feel safe about making a complaint

## Making a complaint

There are many ways you can contact us if you want to provide feedback or make a complaint.

### Talk to us

You can talk to any member of the Hospital to Home team or the Lived Experience team in person or over the phone about any issues you have. The conversation will be confidential and we will try to resolve any problems directly with you or continue to work with you in the way you feel most comfortable. If you don't want to tell us your name, that's okay. If you want to talk to us over the phone, call the Hospital to Home team on 1300 817 794 or the Lived Experience team on 1300 626 560.

### Complaints and Feedback Form

You can fill in the Complaints and Feedback Form at the end of this document. We will get back to you using the method you prefer within 2 working days.

### Email

You can send us information using email. If you want us to contact you to talk about the issue we will need to have your name and contact details. We will reply to your email within 2 working days.

You can email the Hospital to Home team [here](#), the Lived Experience team [here](#) or contact us at our general email [here](#).

### Mail

You can send us a letter or a Complaints and Feedback Form in the mail. If you don't want to give us your name, this is a good way to make a complaint.

Please send your letter or form to our head office at PO Box 208 Blackburn, Victoria, 3130.

## Who can help me make a complaint?

If you want support to talk to us about a problem or get help with making a complaint, you can involve any person you choose such as a family member, carer or any other person you trust.

You can also get support from an independent advocate, whose job it is to help people to deal with problems about their NDIS services.

If you are not happy with the way we deal with a complaint you can:

- Refer the matter to the NDIS Quality and Safeguards Commission. You can contact the commission yourself or we can assist you. A complaint can be lodged with the NDIS Commission in 2 ways:
  - Online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
  - By phone on 1800 035 54
- Refer the matter to an Advocacy Service (we can provide this information to you)
- You can escalate the matter within the Summer Foundation and we can help you determine the most appropriate escalation channel. You can escalate a complaint through the following channels:
  - Executive Team Member
  - CEO
  - A Board or Risk and Finance Committee Member
  - Chair of the Risk and Finance Committee
  - Chair of the Board

