

# Complaints & Feedback

How we listen and act on what you say



This form is designed with **simple English** & **pictures** for easy understanding

# Why Complaints & Feedback are important?



It is your **right**



It will help us to **improve our services** to you



It can **solve your** problems



## What is a complaint?



Complaints are **serious** than feedback - something you are **not happy** about our services & **need solution** from us



Complaint may be about a **staff**



Complaint may be about any of our **services**

## How you can give your feedback or complaints to us?



For online complaints & feedback  
<https://tauscare.com.au/contact/feedback/>



Or send mail to  
[info@tauscare.com.au](mailto:info@tauscare.com.au)



Or call and talk to our staff  
[\(07\) 3555 7505](tel:(07)35557505)



Or visit our office & talk to us  
[2796 Logan Rd, Underwood,](#)  
[Brisbane, QLD 4119](#)

## How we act on your complaints?



TAUS care™ manager will enter all the complaints in a register



TAUS care™ manager will contact you to understand more about your complaint



TAUS care™ manager may appoint an Investigator to get more details about your complaint



Investigator will submit a report to TAUS care™ manager



## How we resolve complaints?



TAUS care™ manager will inform how your complaint will be resolved



### Examples

- correction of the incident
- more training to staff
- providing apology
- ways to avoid future incidents



TAUS care™ manager will explain you who else can be contacted if you are not happy with our action

## What are our responsibilities?



TAUS care™ staff should be trained well in the complaints & feedback process



TAUS care™ staff should help you to share your complaints & feedback



TAUS care™ staff should give details about other people to whom you can contact for your complaints



## Timelines



We will acknowledge  
your complaints within  
**2 days**



We will provide  
feedback about your  
complaint within  
**7 days**



We will resolve your  
complaints within  
**28 working days**

## If you are not happy with us

Not happy with **TAUScare™** &  
wish to complain to someone else

You can complain to



NDIS Quality  
and Safeguards  
Commission



For online complaint - visit

<https://www.ndiscommission.gov.au/participants/participants-make-complaint>



Or call and talk

[1800 035 544](tel:1800035544)

If you have problem in hearing or speech ?



Call Voice Relay number [1300 555 727](tel:1300555727)  
(Or)

SMS to Relay number [0423 677 767](tel:0423677767)  
(Or)

Use Tele Typewriter [TTY 133 677](tel:133677)

Then ask to connect [1800 035 544](tel:1800035544)  
You can also ask for Interpreters