



Complaints- Fact Sheet

Everything you need to know about making a complaint

At Movement Five we welcome your Complaints. We want to provide great services and we need your help to do this. If you are not happy about your service, we want you to tell us so we can make it better.

When you speak up you help improve services for everybody.
Your complaint can be anonymous if you want it to be, which means, we don't know who the complaint has come from.



Things to know about making a complaint:

- We want you to feel safe to make a complaint.
- We will take your complaints seriously.
- We will listen to you so we can understand your complaint.
- We will ask you questions so we can make the right decisions.
- If there are other people involved, we might question them.
- You do not have to tell anybody anything you do not want to.
- Your complaints are not shared without asking your permission first.
- It is important we help fix your complaint as quickly as we can.
- We want the best outcome for everyone.
- Your services will continue while we work on your complaint.



To make a complaint, you can:

- Talk to your support worker or a Supervisor at Movement Five.
- Call the Movement Five phone on 1300 905 411
- Email us at admin@movementfive.com.au
- Fill out our online form on our website <https://www.movementfive.com.au/>
- Print out our Printable Version of our complaints/feedback form and mail it to our office or drop it in



After you make a complaint, we will tell you:

- Who is working on your complaint,
- Their contact details,
- How long we think it will take,
- We will give you regular updates on the progress of your complaint.



NDIS Quality
and Safeguards
Commission



COMMONWEALTH
OMBUDSMAN



If you are unhappy with the decision of your complaint contact:

- NDIS Quality and Safeguards Commission
 - 1800 035 444
 - contactcentre@ndiscommission.gov.au
- Commonwealth Ombudsman
 - 1300 362 072
 - www.ombudsmon.com.au
- The National Relay Service
 - Speak and Listen 1300 555 727
 - SMS Relay Number 0423 677 767