

What we will do....

Be committed to listening to what is working and not working.

Provide assistance if you need assistance or refer you to the right people who can assist you.

Keep you informed of how we will be managing your complaint and keep you updated.

Ensure your privacy and confidentiality where possible.

Ensure that your complaint is resolved in a timely manner



External Contacts

If you rather speak to someone else other than Nascha or you are not happy with the outcome or resolution of the complaint, here are their contacts.

NDIS Quality & Safeguarding Commission –
1800 035 544 or TTY 133 677

Ethnic Disability Advocacy Centre – Freecall:
1800 659 921 / 9388 7455 / admin@edac.org.au

People with Disabilities WA – 9420 7279 /
info@pwdwa.org

Questions?

Unit 3, 19 Mumford Place
Balcatta WA 6021
9401 9070
nasadmin@iinet.net.au
www.nascha.org.au



Complaints

&

Feedback

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What is a complaint?

Broadly speaking, a complaint is an expression of dissatisfaction with a service.

A complaint is someone letting you know that our service is not "hitting the mark"

We want to hear from you

Nascha welcomes all types of feedback, including concerns and complaints about our service

We want to continue to provide the best service possible and your feedback helps us to do this.

"It's OK to Complain"

You have a right to complain about the service, without fear of upsetting anyone.

Who can make a complaint?

- Service users
- A family member or friend
- Carers or advocates
- Members of the community
- Nascha Staff Member



Your Privacy

We will respect your privacy when you make a complaint. You can make a complaint Without being identified.



Who can I talk to at Nascha?

You can talk to your;

- Support worker
- Service Coordinator.
- Call or visit the Office

At Nascha Inc., we Pride ourselves on being welcoming and willing to listen to all

feedback, be it negative or positive so we can improve the delivery and standard of our services.



How is my complaint handled?

Step 1.

Nascha receives your complaint

Step 2.

We will do our best to try to resolve your complaint. This may take up to 21 days.

Step 3.

We will give you regular updates and tell you if there is a delay.

Step 4.

If we cannot resolve your complaint, you can take it further

Every step will be taken to find a mutually acceptable resolution.

Step 5.

If you're not satisfied, you can ask for a review.

We keep a record of complaints and review them regularly to identify opportunities for service improvement