

Complaint Investigation

Section 2. Complaint Information

My Complaint is about a:

Staff member Service User Services I am receiving Other

Complaint details: *What happened? Who did it happen to? When did it happen? Why did it happen?*

What outcomes are you seeking?

If you cannot resolve your complaint with Nascha, you can contact the NDIS Quality & Safeguards Commission on (1800 035 544) or Aged Care Quality and Safety Commission on 1800 951 822. If you need an interpreter, call 131 450 (Translating and Interpreting Service (TIS) National).

Section 3. Complaint Handler to Complete – Office Use Only

Complaint Received Date: _____

Complaint Handler: _____

Assessment of Complaint: *Is this complaint serious? Is a formal investigation warranted?*

Does the complaint require following up? Yes No

Investigation Approach: *What evidence was investigated, who and what was investigated, through what channels?*

Outcome of Complaint:	
Redress Solutions: <i>What steps should be considered to avoid a repeat of the problem i.e.: explanation, apology, change or policy/practice, mitigation etc.</i>	
Complaint Closed Date: _____	Staff Sign: _____
Updated on Complaints Register: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Continuous Improvement Actions:	
Updated on Continuous Improvement Register: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

Version	Date	Author	Revision Notes
3.0	May 2025	Q&C Mgr.	Revised feedback and complaints section