

What happens to my complaint?

Endeavour Foundation is committed to delivering high quality and safe services that meet the needs of the people we support, their families and carers.

We believe you should be able to provide feedback (both positive and negative) about our services at any time.

We value complaints and use them to improve our service.



NDFR
Endeavour
Foundation

Tell us

Not happy with something we've done?

Everyone has the right to complain.

A complaint can be made to any employee in person, by phone, in writing or using the online form on our website.

We will try to resolve your complaint as soon as possible.

If you need assistance to make a complaint, please ask us for help.

If you would like to read our complaint policy, please ask for a copy or access it on our website at endeavour.com.au/feedback

We are listening

What happens now I've complained?

Your complaint will remain confidential.

A team member will acknowledge your complaint within 5 working days*.

They will assess your complaint and may contact you to ask for more information.

The team will review any file notes, policies, procedures and gather background information about the situation.

If your complaint is a serious allegation of violence, abuse, neglect or exploitation, it will be referred to the police.

We will act

How long will it take to get an answer?

Sometimes there is a lot of information for the team to review.

If your complaint is straightforward, the team will acknowledge your complaint within 5 working days*.

If your complaint is complex, the team will provide an update every 2 weeks*.

Once your complaint has been handled, you will be asked if you are happy with the outcome. If yes, the matter will be closed.

I'm not happy with the outcome – what can I do?

If the outcome does not seem reasonable, you can request another review.

If you are still NOT happy after a second review, we will provide you with options on how you can escalate your complaint directly to the NDIS Quality and Safeguards Commission or to another relevant external agency.

*Unless there are exceptional circumstances

And remember

If you do not want to bring your complaint to us, you can take your complaint directly to the NDIS Commission on **1800 035 544**.

For more information

1300 730 334 | feedback@endeavour.com.au | endeavour.com.au/feedback